

IPSWICH CITY COUNCIL ■ ANNUAL REPORT





ACKNOWLEDGEMENT OF COUNTRY

Ipswich City Council respectfully acknowledges the Traditional Owners of the Ipswich region, the Jagera, Yuggera and Ugarapul People as custodians of the land and waters we share. We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud people.



WELCOME

Ipswich City Council delivers a wide range of services to its community, from waste collection, parks and open space, community centres through to libraries. Council looks after over \$4.1 billion worth of infrastructure assets including roads, drains, facilities and open spaces to service the community.

The Annual Report 2023–2024 informs the community about how it has performed over the past financial year, through the delivery of commitments made through the Corporate Plan iFuture 2021–2026 and the Annual Plan and Budget 2023–2024. Council is committed to transparent reporting and accountability to the community by showing how public money is being used to deliver services for the growing community.

The Annual Report fulfils council's responsibilities under the *Local Government Act 2009*, *Local Government Regulation 2012* and other relevant legislation. The financial statements contained have been reviewed by the Queensland Audit Office.

Visit ipswich.qld.gov.au for more information about council's activities, policies and plans for the future.

CONTENTS

OUR CITY	3
MAYOR'S MESSAGE	4
CEO'S MESSAGE	6
ABOUT IPSWICH	8
YOUR COUNCIL	10
FORMER COUNCILLORS 2023-2024	16
THE ROLE AND FUNCTIONS OF COUNCILS	18
ORGANISATIONAL STRUCTURE	19
COUNCIL VALUES AND VISION	20
COUNCIL'S COMMITMENT TO ITS WORKPLACE	20
COUNCIL'S COMMITMENT TO HUMAN RIGHTS	21
COUNCIL'S COMMITMENT TO SUSTAINABILITY	21
YEAR IN REVIEW	23
IPSWICH IN NUMBERS 2023-2024	24
OUR WORKFORCE	26
COMMUNITY FINANCIAL REPORT	27
INVOLVING OUR COMMUNITY	31
ADVOCATING FOR OUR COMMUNITY	32
ABOUT THE CORPORATE PLAN	34
OUR PERFORMANCE	34
LEGISLATED INFORMATION	53
COMMITTEE STRUCTURE AND MEMBERSHIP	54
COUNCILLOR MEETING ATTENDANCE	56
COUNCILLOR REMUNERATION	57
COUNCILLOR EXPENSES	58
COUNCILLOR CONDUCT DISCLOSURES	59
SENIOR MANAGEMENT REMUNERATION	60
OVERSEAS TRAVEL	60
ADMINISTRATIVE ACTION COMPLAINTS	60
PUBLIC SECTOR ETHICS DISCLOSURES	63
PARTICULAR RESOLUTIONS	64
LOCAL GOVERNMENT COOPERATION	64
REGISTERS AND RECORDS	64
INTERNAL AUDIT OPERATIONS	65
AUDIT AND RISK MANAGEMENT COMMITTEE	67
BENEFICIAL ENTERPRISES	67
COMPETITIVE CONDUCT	67
COMMERCIAL BUSINESS UNIT	68
CHANGES TO TENDERS	71
GRANT FUNDING APPROVED	72
COMMUNITY FUNDING AND SUPPORT	73
IPSWICH ENVIROPLAN PROGRAM AND LEVY SEPARATE CHARGE	74
FINANCIAL POLICY, CONCESSIONS AND DISCOUNTS	75
RURAL FIRE RESOURCES LEVY SPECIAL CHARGE	75
RURAL FIRE RESOURCES LEVY SEPARATE CHARGE	75
RISK MANAGEMENT AND ACCOUNTABILITY	76
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024	77
APPENDICES	141
COMMUNITY AND DISCRETIONARY FUNDING	142
LEGISLATIVE COMPLIANCE CHECKLIST 2023-2024	153
KEY TERMS	158



OUR CITY



MAYOR'S MESSAGE



This year has been marked by milestones on significant projects and positive results securing essential funding as a result of council's strong advocacy on behalf of the people of Ipswich.

Our effective advocacy has secured major funding commitments from the State and Federal Governments, positioning Ipswich to advance critical projects like the North Ipswich Sport and Entertainment Precinct. Securing a \$40 million commitment across three levels of government to progress the first stage of this development is a significant achievement for our community.

In addition, we have garnered substantial State and Federal Government funding including \$134.5 million for the Mount Crosby Road Interchange on the Warrego Highway, and \$85 million to fix the Bremer River Bridge. The recent State Budget also brought welcome news with additional funding for enhanced bus services across many of Ipswich's rapidly growing suburbs including Ripley and Springfield.

As we continue to plan for our rapid growth, council has made significant strides this year delivering infrastructure milestones on our local road projects including the Springfield Parkway and Springfield



Greenbank Arterial Road duplication. The Redbank Plains Road expansion, the Ripley Road and Fischer Road upgrades will continue to build the road network we need to keep our city moving.

Council supported many opportunities to bring the community together to enjoy free events like the St Nicholas Precinct at Christmas, that brought more than 48,000 to the city heart. As the Nicholas Street Precinct redevelopment is almost completed, it's been an important driver in bringing civic pride back to the centre of Ipswich.

Our economy has surpassed the \$13 billion mark this year, demonstrating our city's resilience in the face of inflation and rising costs of living. I am confident that we will continue to be the destination of choice for new and emerging businesses, and major national and international companies such as Rheinmetall Defence Australia, L'Oréal Group and Frucor Suntory.

We are also investing in our community with significant commitments to new and expanded sporting facilities, including \$18 million in tripartite funding to upgrade the Redbank Plains Recreation Reserve and Tivoli Sporting Complex. More than \$5 million in new clubhouses and amenities for Jim Donald Parklands and Ironbark Park have now been completed. Council has also worked in partnership with the Queensland Reconstruction Authority to buy-back more than 160 homes in Ipswich, moving families affected by flooding out of harm's way.

Ipswich remains one of the fastest-growing regions in Queensland, and our council is delivering the services and projects needed to meet the demands of our 257,000 residents. By 2046, we will be home to more than 533,000 residents, solidifying our position as South East Queensland's most affordable, attractive place to live, work and play. I eagerly anticipate the next chapter in Ipswich's story as we shape a vibrant and inclusive city that honours its past while embracing new opportunities as we head into the future.

Mayor Teresa Harding
City of Ipswich



CEO'S MESSAGE



The 2023–2024 year was a busy time of delivering and working to improve our core services, across planning and regulatory services, infrastructure and assets, community and cultural services, economic development, sport and recreation, our city's natural environment and sustainability, and most critically, customer service. I am proud of our council team working together and delivering community services and support across our city.

One of council's major deliverables in the past year has been the advancement of Ipswich Plan 2024, the new draft Ipswich Planning Scheme, and the Local Government Infrastructure Plan.

These two major plans will shape the way our city grows over the next 20 years, and it has been wonderful to see this team effort progress following comprehensive community consultation.



In December 2023, our team presented Leveraging 2032: Our Roadmap to the Olympic and Paralympic Games. It sets out 20 legacy outcomes developed through community engagement and the Legacy Working Group, with alignment to council's strategic priorities. Achievements to date include the State Government funding towards new buses improving local connections and funding towards the delivery of the North Ipswich Sport and Entertainment Precinct.

Another key achievement has been council's new on-demand kerbside large items collection. This innovative program was successfully introduced city-wide to reduce waste, encourage recycling and reclamation, and improve community health and safety.

The revitalisation of our city's heart has also achieved some major milestones, including the handover of the Nicholas Street Precinct cinema tenancy to HOYTS for fit-out works. More than 79 per cent of the available retail and commercial leasing space across the Precinct is now leased and opened or on the path to opening, with 18 tenancies remaining for new businesses and traders to move in into our growing city.

Ipswich has embraced the Voluntary Home Buy-Back Program, part of the \$741 million Resilient Home Fund and jointly funded by the Australian and Queensland Governments following the catastrophic 2021–2022 rainfall and flooding events. More than 163 eligible properties have been bought back under the program so far. This enables more than 500,000 square meters of additional green space for the community that will no longer be zoned for homes, helping to future-proof our communities against flooding and natural disasters.

Internally, we have delivered major upgrades to council's systems and processes. We have continued the implementation of our Customer Experience Program focusing on improving processes, tools and systems with positive results, and continued the Effective Asset Management Project, strengthening council's plans, data, internal structures and systems.

I look forward to the year ahead confident that we will continue to deliver quality services, making best use of the vital funds we have been entrusted with and working together with our many important partners and stakeholders towards Ipswich becoming a city of opportunity for all.

Sonia Cooper



ABOUT IPSWICH

Ipswich, which is known traditionally in the Yagara language as Tulumur, has been home to Aboriginal people since before the beginnings of recorded European settlement. Aboriginal peoples owned, had sovereignty over and cultivated the lands, waters, flora and fauna of Ipswich.

Ipswich is the oldest provincial city in Queensland with the youngest population. Home to 256,000 residents with a forecasted doubling of its population, Ipswich is almost halfway to a city of over 535,000 residents. It prides itself on an inclusive, harmonious community, celebrating the rich diversity of cultures.

Delivering a myriad of services across 1,090 square kilometres, from Pine Mountain in the north, to Peak Crossing in the south, Springfield to the east and Rosewood to the west, its offering of cities and towns presents a city of opportunity for all.

Beginning as a mining settlement town in 1843, the Bremer River runs through the city's centre. Ipswich presents a network of connected urban centres and rural townships, positioned in the rapidly expanding western growth corridor of South East Queensland.

With over 7,500 heritage protected places across the city, Ipswich is renowned for its architectural heritage and preservation. With a city centre built on old world charm where symbols of 19th century elegance can still be seen, Ipswich Central is its cultural heart.

Ipswich is experiencing an economic and demographic paradigm shift towards a contemporary, multicultural and innovative city. Home to 82,000 households, almost a third (32.6%) are made up of couples with children, with a median age of 33 years, compared with 38 across Queensland.

The Ipswich region is made up of a uniquely diverse natural environment that is home to over 2,000 native plants and animals, including 46 rare or threatened species of fauna and flora. The natural environment is a drawcard for new residents and visitors alike.

Council maintains more than 11,000 kilometres of waterways, 219 nature reserves and oversees more than 6,646 hectares of conservation estates for its residents and visitors. In all, more than 7,700 hectares of natural areas are owned and/or managed by council.

Council is proud of its city's history, strong sense of community, beautiful inviting spaces and burgeoning industry sectors. Together, we are transforming opportunities into actions to build a city of opportunity for all.



256,782
people call
Ipswich home

Our population
grew **3.51%**
from last year





533,802
people expected
to call Ipswich
home by 2046

5.5% Aboriginal
and Torres
Strait Islander
population
Compared with
2.8% in SEQ


1,090km²
of land


Ipswich's median
age is **33**



27.5% of
population aged
0-17 years


12,382
registered
businesses


93,427
dwellings*


GRP
\$13.73 billion
This is **2.95%** of
Queensland's Gross
Regional Product


73 babies born
every week**


16% of
population aged
over **60 years**


93,189
local jobs


33% households
are couples
with children


21%
lone person
households


22%
of residents
born overseas

14% speak
a language
other than
English at home:
1. Samoan
2. Punjabi
3. Vietnamese



Health Care and
Social Assistance
Largest industry
(by employment)

TOP TWO
modes of
transport
to work:
1. Car – as driver
2. Car – as passenger



22% households
are couples
without children


In Ipswich, the
TOP THREE
long term health
conditions are:


6.6% of
people living
with a disability



46.5% of
workers who live
in Ipswich work
in Ipswich



89.6% of
people own a car


\$1,637 is the
median weekly
household
income in Ipswich


1. Mental health
conditions
2. Asthma
3. Arthritis


Current
Australian
Defence Force
service –
3,248 (1.9%)


49% of
working residents
travelled outside
the area to work


3.8% of
residents use
public transport
to get to work

\$369 is the
median weekly
mortgage
repayment for
households
in Ipswich


\$330 is the
median weekly
rental payment
in Ipswich


39,663
dog registrations

*IPM (current) + LGIP (projected)

**Australian Bureau of Statistics, 33010DO003 Births, Australia, 2022

YOUR COUNCIL

Queensland Local Government elections took place during March 2024, with the Mayor and four Councillors re-elected, three new Councillors and one Councillor returning after previously serving on council. This Annual Report deals with the work of both the current Councillors and Councillors from the previous term, recognising the work of the entire group of Councillors over the 2023–2024 year. We thank the outgoing Councillors Andrew Fechner, Sheila Ireland, Kate Kunzelmann and Russell Milligan for their service to Ipswich City Council and the community.





Mayor Teresa Harding

Mayor Teresa Harding was officially sworn in as the 51st Mayor of Ipswich in April 2020 and is the first female Mayor in the city's 164-year history.

Mayor Harding led the city through unprecedented growth, the COVID pandemic, flooding, rain and hailstorm events, and has secured more funding from the Australian and Queensland Governments for the benefit of the Ipswich community than any other mayor in recent history.

Under Mayor Harding's leadership, Ipswich's economy is booming, and she has fostered a culture of consultation with the community, ensuring their voices are heard and incorporated into decision making.

She brings to council more than 35 years of business, government and not-for-profit leadership, and more than 20 years' experience in leading large teams and managing complex projects within the public sector. Mayor Harding held senior roles in the private sector in the fields of information technology and sales.

A career highlight for Mayor Harding was working in the Department of Defence where she spent seven years working on the F111 fighter jets at RAAF Base Amberley. She was promoted to Director Strike Reconnaissance Systems Program Office and led the maintenance, and later decommissioning, of the fleet of F111 fighter jets. Mayor Harding was privileged enough to have had a flight in the F111 in 2010.

A passionate lifelong volunteer, Mayor Harding is an active Rotarian with the Ipswich City Club, was the president of the Co-ordinating Organisation for the Disabled in Ipswich, has been on the P&C committee for her children's schools, and was the secretary and treasurer of a multicultural football club.

She holds a Master in Management, Post Graduate Diploma in Management, Post Graduate Certificate in Information Technology, Diploma in Small Business Enterprises, has completed the Australian Institute of Company Directors Course and is a graduate of the Australian Command and Staff course at the Australian War College.

Mayor Harding was named 2021 McKinnon Emerging Political Leader of the Year for her work in introducing transformational transparency reforms to improve the accountability of officials elected to local government.

Mayor Harding and her husband Steven live in Raceview and have three adult children. Steven was born and raised in Ipswich and recently retired after 34 years of service in the Royal Australian Air Force.

Mayor Harding is a Board Director on the Brisbane 2032 Olympic and Paralympic Games Organising Committee and the Council of Mayors South East Queensland.

Mayor Harding chairs the Council Ordinary Meetings and is on the Infrastructure, Planning and Assets Committee, Finance and Governance Committee, Community and Sport Committee, Economic and Cultural Development Committee, and Environment and Sustainability Committee.

Mayor Harding is the City of Ipswich Local Recovery and Resilience Group Chair, Advocacy Advisory Committee Chair and City of Ipswich Defence Industry Development and Attraction Committee Chair, and is an Ipswich District Disaster Management Group member.

Mayor Harding is proudly the patron of the mighty Ipswich Jets, RSL Ipswich Sub Branch, RSL Goodna Sub Branch Women's Auxiliary, Ipswich Genealogical Society, Ipswich and District Rifle Club, Ipswich Pigeon Specialist Club and Papua New Guinea Melpa Women's Association of South East Queensland.

DIVISION 1 COUNCILLORS

Councillor Pye Augustine

Councillor Pye Augustine has been a resident of Ipswich for nearly two decades residing in the eastern suburbs and has raised three adult children.

Cr Augustine was born in South Africa, immigrating to Australia in 1980 and becoming an Australian citizen in 1984. Workplace inclusivity and diversity are very important to Cr Augustine and is very proud to be the first Ipswich Councillor of African heritage.

Cr Augustine has worked in the sporting sector for more than a decade as a Sports Administrator, starting up clubs like Springfield United and Western Pride Football Clubs. Cr Augustine also has 10 years' experience in the banking sector.

Representing the fastest growing area in Ipswich and being part of collaborative projects that can make a difference to the community is very important to Cr Augustine. Cr Augustine is a proud member of Zonta Ipswich.

Cr Augustine is Chairperson of the Economic and Cultural Development Committee and Deputy Chairperson of the Community and Sport Committee.



Councillor Jacob Madsen

Councillor Jacob Madsen has lived his entire life in Ipswich, moving between the suburbs of North Ipswich, Wulkuraka, Walloon, Silkstone and Ripley, where he now lives with his family.

Cr Madsen was first elected to Ipswich City Council in 2020, and in March 2022 was appointed Deputy Mayor, becoming the youngest person to serve in this role in Ipswich's history. Returning in 2024 for a second term, Cr Madsen's focus is on supporting a growing Ipswich population and ensuring Division 1 communities get the facilities they need.

Cr Madsen holds a Bachelor of Commerce and Arts Degree, majoring in political science and accounting. He is a passionate trade unionist, dedicated to ensuring all Ipswich residents have access to fair and equitable working conditions.

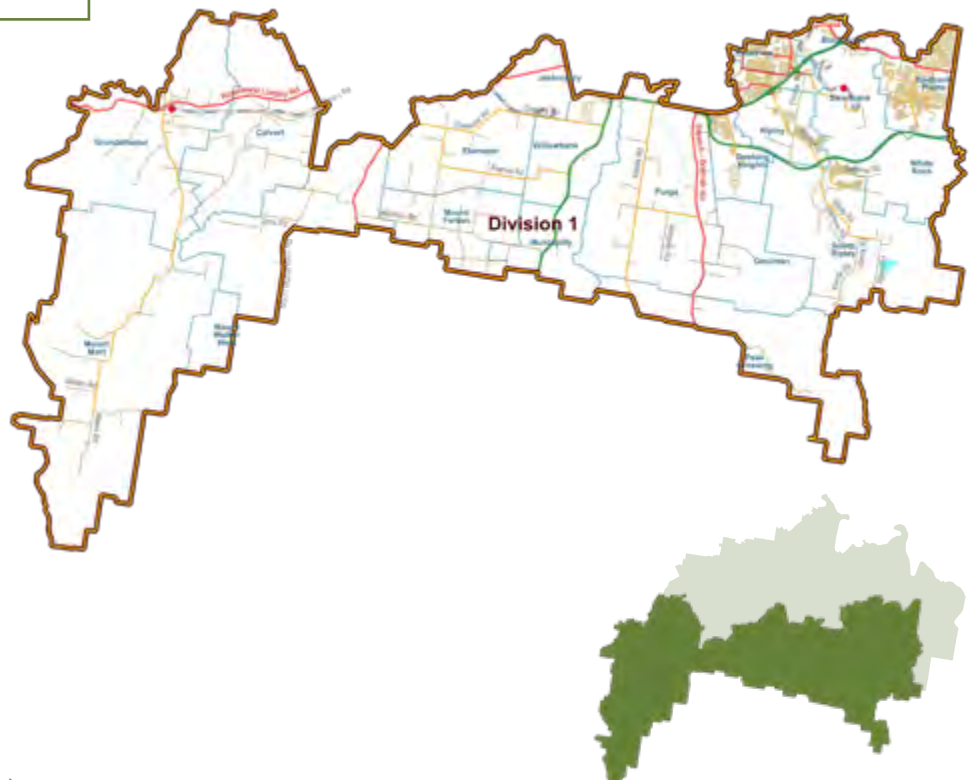
Outside of council, Cr Madsen is an avid sports fan and loves supporting local Ipswich sport.

Cr Madsen is Chairperson of the Community and Sport Committee and Deputy Chairperson of the Finance and Governance Committee.



MAP OF DIVISION 1 AREA

Division 1 encompasses the suburbs of Blackstone, Calvert, Deebling Heights, Ebenezer, Flinders View, Goolman, Grandchester, Jeebropilly, Mount Mort, Purga, Raceview, Redbank Plains, Ripley, South Ripley, Swanbank, White Rock and Willowbank, and the Ipswich City parts of the suburbs of Lower Mount Walker, Mount Forbes, Mount Walker West, Mutdapilly and Peak Crossing.



611km²

Population: 61,014

(Source: Ipswich Population Modeller)

DIVISION 2 COUNCILLORS

Deputy Mayor Nicole Jonic

Deputy Mayor Nicole Jonic is a long term local Ipswich resident who loves living in the eastern suburbs with her husband and two young children. First elected as Councillor in 2020, Cr Jonic is serving her second term as Deputy Mayor after being appointed to the position at the post-election Council Meeting on 11 April 2024.

Cr Jonic is a practicing accountant and registered tax agent, and established and operated her own Goodna-based accounting firm prior to becoming a Councillor. Cr Jonic is a member of the Institute of Public Accountants, a fellow of the Tax Institute of Australia and former operations manager of a Queensland-wide accounting firm.

Cr Jonic holds board positions as Deputy Chair and Secretary for Regional Development Australia, Ipswich & West Moreton, and Treasurer for Ipswich Turf Club Incorporated.

As well as being passionate about the success of Ipswich, Cr Jonic is excited for the future of this region and wants all residents to benefit from the city's growth so that local communities can continue to thrive.

Deputy Mayor Cr Jonic is a member of all council standing committees including the Audit and Risk Management Committee.



Councillor Paul Tully

Councillor Paul Tully was first elected in March 1979 and has successfully contested 14 elections, representing Ipswich's eastern suburbs. He is currently Queensland's longest serving Councillor and has come back with renewed energy for the 2024–2028 term.

Cr Tully has a Law degree from the University of Queensland and is a Justice of the Peace (Qualified). He has a key focus on environmental matters and has a keen interest in keeping honeybees and native bees.

Cr Tully is Chairperson of the Finance and Governance Committee and Regulation Advisory Committee, Deputy Chairperson of the Infrastructure, Planning and Assets Committee, and the Local Government Association of Queensland Policy Executive representative for South East District No. 2 (Western Region).



MAP OF DIVISION 2 AREA

Division 2 encompasses the suburbs of Augustine Heights, Bellbird Park, Brookwater, Camira, Carole Park, Gailes, Spring Mountain, Springfield, Springfield Central and Springfield Lakes, most of the suburb of Goodna, and a small part of the suburb of Redbank.



74km²

Population: 69,309

(Source: Ipswich Population Modeller)

DIVISION 3 COUNCILLORS

Councillor Marnie Doyle

Councillor Marnie Doyle was born and raised in Ipswich and now resides in Sadliers Crossing. She is a St Mary's old girl and holds a Bachelor of Laws and Master of Laws.

Cr Doyle brings a wealth of corporate experience to council having worked for almost 25 years as a banking and finance lawyer. Cr Doyle has undertaken extensive work on projects including open data, privacy and digital transformation – important issues in Australia with a direct impact on local government.

Appointed in January 2022 as a member of the Queensland Heritage Council, the independent statutory body established by the Queensland Parliament principally to decide which places are entered in the Queensland Heritage Register, Cr Doyle is passionate about preserving Ipswich heritage and history for future generations.

Cr Doyle is Deputy Chairperson of the Advocacy Advisory Committee.



Councillor Andrew Antonioli

Councillor Andrew Antonioli has devoted both his professional career and personal life to serving the people and city of Ipswich. A true local, Andrew's roots in Ipswich run deep, having attended Ipswich North State School and Ipswich State High School.

Before embarking on his political journey, Cr Antonioli served as a police officer for over a decade, demonstrating a steadfast commitment to ensuring the safety and well-being of the Ipswich community.

Cr Antonioli brings 18 years' experience in civic leadership, including roles as both councillor and mayor of Ipswich, and a wealth of knowledge, leadership, and proven integrity to the table.

As a father of five daughters, and now a grandfather, Cr Antonioli deeply understands the importance of family values and the significance of creating a thriving environment for future generations.

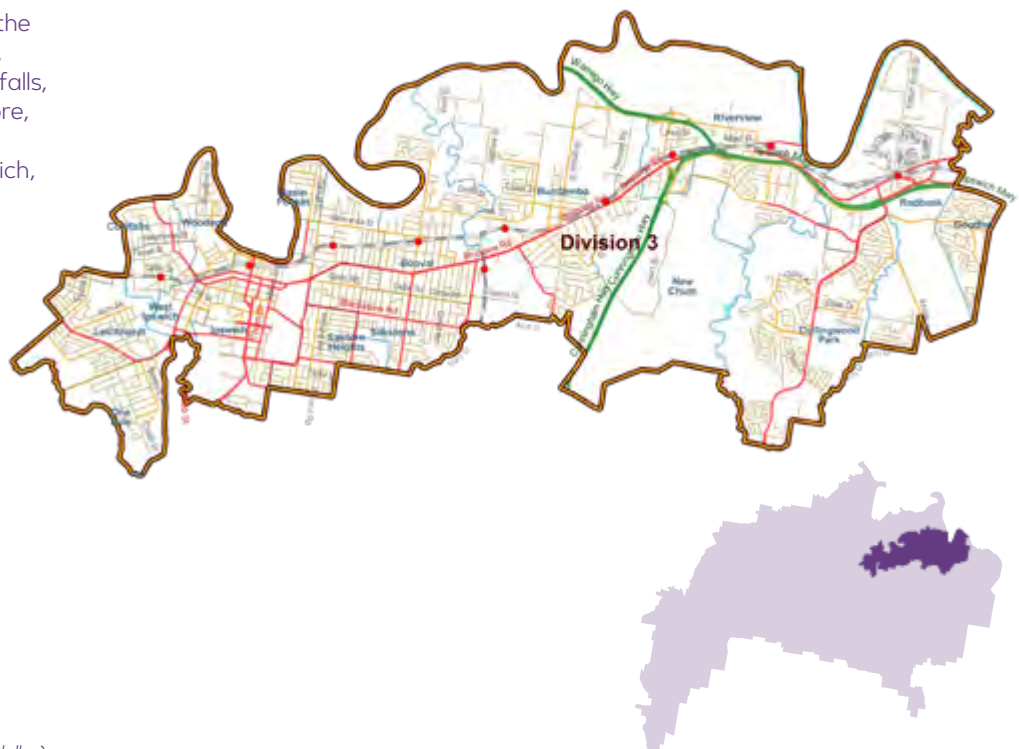
Beyond his dedication to public service, he is an avid enthusiast of both sports and the arts.

Cr Antonioli is Chairperson of the Infrastructure, Planning and Assets Committee and Ipswich Local Disaster Management Group, Deputy Chairperson of the Environment and Sustainability Committee and member of the Audit and Risk Management Committee.



MAP OF DIVISION 3 AREA

Division 3 encompasses the suburbs of Basin Pocket, Booval, Bundamba, Coalfalls, Collingwood Park, Dinmore, East Ipswich, Eastern Heights, Ebbw Vale, Ipswich, Leichhardt, New Chum, Newtown, North Booval, One Mile, Riverview, Sadliers Crossing, Silkstone, West Ipswich and Woodend, most of the suburbs of Redbank, and small parts of the suburbs of Goodna and Wulkuraka.



68km²

Population: 58,614

(Source: Ipswich Population Modeller)

DIVISION 4 COUNCILLORS

Councillor David Cullen

Councillor David Cullen has lived in Ipswich since age 12 and currently resides in Karalee with his family.

Cr Cullen has a long history with operating a fleet of vehicles through his role as Managing Director of Ipswich Pro Drive and transport business Ipswich Car Carriers. He is also part owner of Ace Driving School in Brisbane and the Gold Coast.

Cr Cullen is passionate about road safety. He was on the Steering Committee for driver training program Braking the Cycle, funding three cars to help young drivers be better prepared behind the wheel.

Cr Cullen is a member of Ipswich City Rotary Club, Ipswich Region Chamber of Commerce and Industry and has previously served as president of West Moreton Auto Club.

Cr Cullen has faced many challenges throughout his life. He now regularly shares his success story with local youth in the hope of inspiring them to a successful future.

Cr Cullen is Deputy Chairperson of the Economic and Cultural Development Committee and Ipswich Local Disaster Management Group.



Councillor Jim Madden

Councillor Jim Madden was born and raised in Ipswich.

His connection with the Ipswich area stretches back five generations to when his ancestors came to Queensland from Ireland in 1863.

Cr Madden holds a Degree in Applied Science (Horticulture) and a Graduate Degree in Agriculture (Plant Protection) and worked as an agronomist before later studying a Bachelor of Laws.

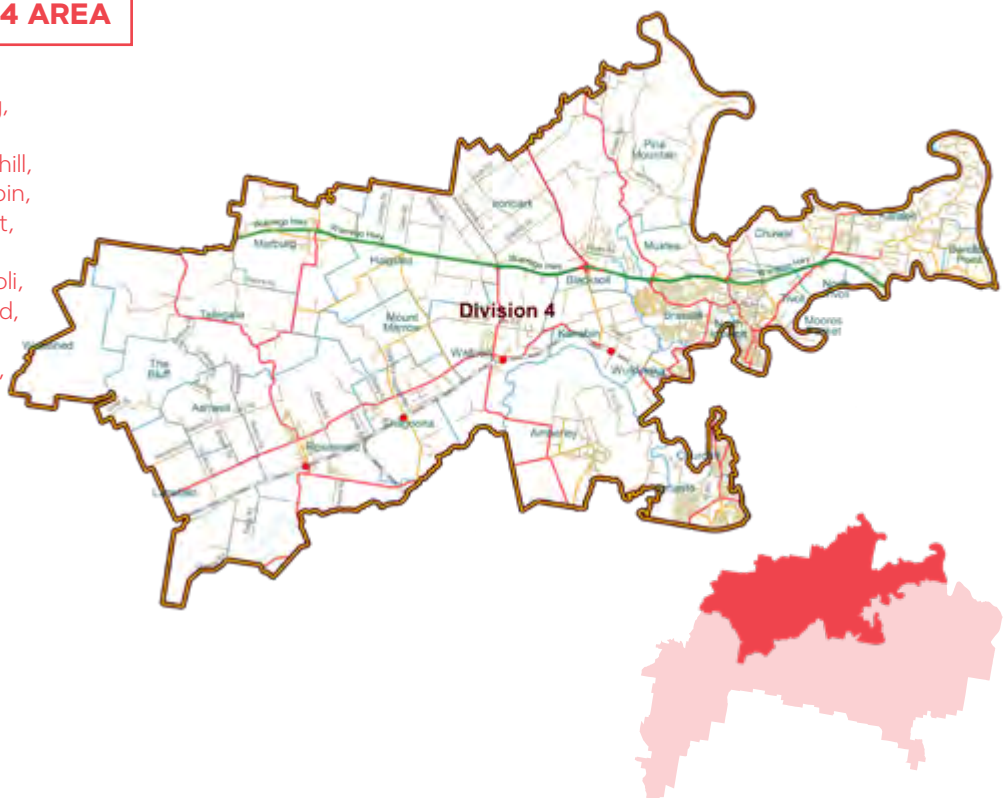
Cr Madden has previously served as a Councillor of the Somerset Regional Council from 2012 to 2015. He was elected to the Queensland Parliament in 2015, serving as Member for Ipswich West until 2024 when he was elected as Division 4 Councillor for the City of Ipswich.

Cr Madden is Chairperson of the Environment and Sustainability Committee and Deputy Chairperson of the Regulation Advisory Committee and Local Disaster Recovery and Resilience Group.



MAP OF DIVISION 4 AREA

Division 4 encompasses the suburbs of Amberley, Ashwell, Barellan Point, Blacksoil, Brassall, Churchill, Ironbark, Karalee, Karrabin, Lanefield, Moores Pocket, Mount Marrow, Muirlea, North Ipswich, North Tivoli, Pine Mountain, Rosewood, Tallegalla, Thagoona, The Bluff, Tivoli, Walloon, Woolshed and Yamanto, the Ipswich City parts of the suburbs of Chuwar, Haigslea and Marburg, and most of the suburb of Wulkuraka.



342km²

Population: 48,613

(Source: Ipswich Population Modeller)

FORMER COUNCILLORS 2023–2024

Sheila Ireland

Former Division 1 Councillor

Term of office: March 2020 – March 2024

Sheila Ireland is a proud fifth generation Ipswichian and part of the local Walker family who opened a coal mine in Ipswich in 1874. Educated at St Mary's College, before coming to council she owned retail businesses in Ipswich City Square for 16 years. Sheila has been on the boards of Apprenticeship Queensland and St Andrew's Ipswich Private Hospital, and chaired several committees during four previous terms on council between 2004–2018, most notably Health, Security and Regulatory Services.



Andrew Fechner

Former Division 3 Councillor

Term of office: March 2020 – March 2024

Andrew Fechner was first elected to Ipswich City Council in March 2020 as the youngest councillor in the city's history. Andrew is a business owner who spent the five years prior to his election building two successful hospitality businesses in Ipswich Central, providing local jobs and supporting the local community. During his time with council, Andrew was Chair of the Community, Culture, Arts and Sport Committee and Deputy Chair of the Environment and Sustainability Committee.



Russell Milligan

Former Division 4 Councillor and
Deputy Mayor 2023–2024

Term of office: March 2020 – March 2024

Russell Milligan comes from an extended family of local government elected representatives. Raised on his multigenerational family grazing property, he has a background in matters affecting rural residents. Russell was a Military Police Platoon Commander and immediately prior to being elected was a contractor telecommunications technician performing the network build for the NBN rollout. His community involvement includes SES, Rural Fire Brigade, RSL Sub-Branch, Freemasonry and community fundraising. During his time on council, Russell was Deputy Mayor (2023–2024), Chair of the Environment and Sustainability Committee and Deputy Chair of the Governance and Transparency Committee.



Kate Kunzelmann

Former Division 4 Councillor

Term of office: March 2020 – March 2024

Kate Kunzelmann is a former nurse, nurse manager and education manager and has lived in Ipswich since 1981. She is a graduate of the Australian Institute of Company Directors and holds board experience. Kate is Justice of Peace (Qualified) and a long term member of Zonta and other community groups. During her time on council, Kate was Chair of the Economic Development Committee (July 2023 – March 2024), Deputy Chair of the Community, Culture, Arts and Sport Committee, Chair of the Local Recovery and Resilience Group and Deputy Chair of the Local Disaster Management Group.





THE ROLE AND FUNCTIONS OF COUNCILS

What is local government?

The *Local Government Act 2009* sets out the purpose and objectives of Ipswich City Council and defines its functions and powers.

Local governments play an important role in supporting the economic, social and environmental wellbeing of their communities through the provision of services. Ipswich City Council service provision falls under five broad categories:



1. Planning for sustainable development

Council plays a role in providing long-term strategic planning for the LGA, as well as in town planning, zoning and subdivisions. In addition, council is responsible for processing most development applications, building site and compliance inspections, and building regulations.



2. Providing and maintaining infrastructure

Ipswich City Council provides and maintains local roads and bridges, public car parks, footpaths, sporting fields, parks, libraries and Ipswich Art Gallery. Council consults with its communities about providing and maintaining these assets.



3. Protecting the environment

Council regularly assesses the state of its local environments, provides environmental programs, and uses its regulatory powers to prevent pollution or restore degraded environments. Activities such as garbage collection and recycling, street cleaning, regulating parking, controlling dogs and cats, and eradicating noxious weeds contribute to protecting the environment.



4. Providing community services and development

Ipswich City Council consults with and assesses the needs of its community, and uses gathered information to inform community development activities. These provide a range of services, including programs for minority groups. Community services include libraries, swimming pools, playground facilities, and sporting grounds and facilities.



5. Safeguarding public health

Council helps maintain high standards of public health and reduces the risk of exposure to a wide range of diseases through activities such as inspections of cafes and restaurants, waste management, pest and vermin control, and hazardous material containment.

ORGANISATIONAL STRUCTURE

Council's Executive Leadership Team (ELT) is made up of the Chief Executive Officer (CEO) and five General Managers. The ELT is responsible for overseeing the performance of the organisation and for delivery of the outcomes expected by council, as expressed in iFuture, through the delivery of each Annual Plan. The ELT meets weekly and on other occasions as required.

Structure as at 30 June 2024



COUNCIL VALUES AND VISION

Ipswich City Council promotes a workplace culture built on our values of communication, collaboration, integrity, efficiency and leadership. Council teams operate across a range of industries delivering a wide range of services to the community, with one common purpose.

Our Values



COLLABORATION – We work together towards a common purpose and understand every employee plays a role in our success.



COMMUNICATION – We communicate openly and ensure diverse voices are being heard and valued.



INTEGRITY – We have a professional and respectful workplace and are motivated by public rather than private interests. We inspire others to act ethically.



EFFICIENCY – We provide enhanced services to the people of Ipswich and we aim to get it right, first time.



LEADERSHIP – We engage the heads, hearts and hands of our people to achieve our purpose, recognition is part of our every day.

Our Vision



Our Purpose



COUNCIL'S COMMITMENT TO ITS WORKPLACE

The People and Culture Strategy 2021–2026 is a catalyst project of iFuture, continues to guide the work of the People and Culture Branch. The vision of the Strategy is to develop an empowered, connected, resilient workforce, and a culture that supports council to perform at our best for the Ipswich community. Council endorsed revisions to the People and Culture Strategy that see a greater focus on psychological safety, diversity, equity and inclusion.

More information can be found on **page 48** in the performance highlights section.



OBJECTIVE 1

Strengthen our People and Culture services and products to ensure council is a trusted and leading organisation.



OBJECTIVE 2

Improve our employee experience where staff are empowered, connected and supported for exceptional individual and council performance.



OBJECTIVE 3

Foster a safe and accountable workforce that enables employees to be physically and psychologically safe, valued and respected.

COUNCIL'S COMMITMENT TO HUMAN RIGHTS

While not mandatory, council considers it best practice to report details of how it has complied with the *Human Rights Act 2019* (HRA) in the same manner as public entities that are required to prepare an annual report under the *Financial Accountability Act 2009*. The objectives of the HRA are:

- To protect and promote human rights
- To help build a culture in the Queensland public sector that respects and promotes human rights
- To help promote a dialogue about the nature, meaning and scope of human rights.

Protecting and promoting human rights

Council undertook the following actions during the 2023–2024 financial year to protect and promote human rights:

- delivered customised human rights training in respect of project planning and stakeholder engagement.

Building a culture that respects and promotes human rights

Council undertook the following actions during the 2023–2024 financial year to build a culture that respects and promotes human rights:

- celebrated Queensland Human Rights month and promoted human rights by publishing and displaying communications and materials (including all staff intranet articles, posters and email banners) about the importance of human rights and council's role to play in protecting and upholding them

- provided staff with ongoing and specialised human rights training
- maintained and updated an intranet page for staff with information and resources regarding human rights.

Promoting a dialogue about the nature, meaning, and scope of human rights

Council undertook the following actions during the 2023–2024 financial year to promote a dialogue about the nature, meaning, and scope of human rights:

- maintained a human rights webpage on Ipswich Online
- maintained a human rights intranet page as a staff resource
- published internal communications promoting human rights to celebrate Queensland Human Rights Week.

Details of any human rights complaints received by the entity including the number and outcome of those complaints:

- no human right complaints were received during 2023–2024.

Details of any reviews of policies, programs, procedures, practices, or services undertaken in relation to their compatibility with human rights: the following reviews were completed during the 2023–2024 financial year:

- council completed a review of its human rights impact assessment with a proposal of creating a human rights impact assessment precedent library.

COUNCIL'S COMMITMENT TO SUSTAINABILITY

In December 2021, council adopted the Ipswich's Sustainability Strategy 2021–2026, which sets the goal to be a sustainable city. The strategy further defines priority and focus areas to achieve the sustainable city goal and prioritised outcomes of council's Corporate Plan. The United Nations Sustainable Development Goals (SDG) are also embedded in the strategy where council can deliver on the SDG targets.

The Sustainability Strategy sets out actions for climate change whereby council has committed to a 50 per cent carbon emission reduction target by 2026 for council's operations. This financial year, council delivered several projects contributing to reducing council's organisational emissions and contributing to the emissions reduction target.

With council planning to enter into a Power Purchase Agreement (PPA) in 2024–2025 financial year to purchase renewable energy for electricity consumption, the carbon emissions target is expected to be reached sooner than anticipated.

View: More information on council's Sustainability Strategy





YEAR IN REVIEW



IPSWICH IN NUMBERS

2023-2024

SPARK
IPSWICH

82,001
festival attendees

1,738
visitor night generated

15,319
outside of
region visitors

316
artists engaged
(198 local to Ipswich)

GALVANIZED
A FESTIVAL OF HERITAGE

10,211 festival attendees
50+ events
120 sessions

St Nicholas
PRECINCT

48,081
attendees



3,476
contributions to
Shape Your Ipswich



55,849
active annual
library members



685,221
attendees at Ipswich
City Aquatic Centres

59

performances
delivered at
Studio 188 and
Fire Station 101
totalling

2,366
tickets



233

productions
delivered at
Ipswich Civic
Centre totalling

52,073
tickets



1,587

events delivered
across council venues
(Ipswich Civic Centre,
NIRCC, Studio 188,
Fire Station 101,
Tulmur Place and
1 Nicholas Street)



12,130

average contact centre
calls per month*



7,084

average customer
emails received per month*

*These averages are calculated
from March-June 2023

11,140

vaccinations delivered
through the school
immunisations program



2,781

vaccinations delivered
through community clinics

219 nature reserves
maintained

106,791

free plants provided
through the council
nursery's free
plant program





1,812
Environmental
Health
inspections



47
entertainment event
licences and permits
lodged/determined



65
parking
permits

153,556
waste wheelie bins
collected each week



381,942
rates notices issued



1,713
illegal dumping
incidents reported
to council

1,148
development
applications lodged
17.1% ↓ 2022-2023

1,094
development
applications
determined
18.4% ↓ 2022-2023



**Building
works
applications:**

195 lodged
170 determined



Plumbing applications:
3,025 lodged
3,083 determined

Inspections:
11,457 plumbing
640 building
1,812 environment



6.72ha
additional local
parks maintained
by council



89,000
social media
followers

3,064m²
Colour threshold
treatment

108
Material Change of Use
Applications Lodged
(including ADP and PDA)

217
Material Change of Use
Applications Determined

\$100m in
capital expenditure



129
capital
works
projects*

**Delivered by the Asset
and Infrastructure
Services Department*



4.58km
new and upgraded roads

17.95km
sealed road reconstruction

98.14km
gravel road reconstruction



3.6km
new and
upgraded
pathways

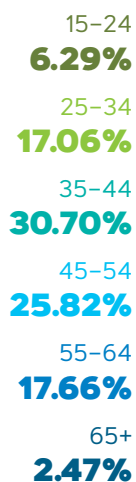
OUR WORKFORCE

Council employs close to 1,500 dedicated administrative, technical, operational and professional employees delivering a diverse range of services on behalf of the City of Ipswich.

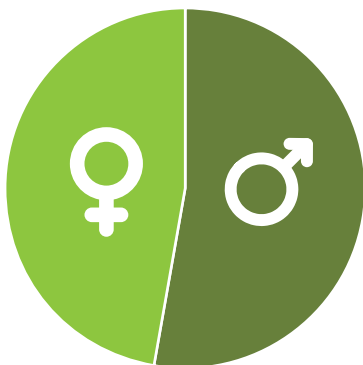
The following is a summary of the council workforce as at 30 June 2024.



STAFF AGE PROFILES



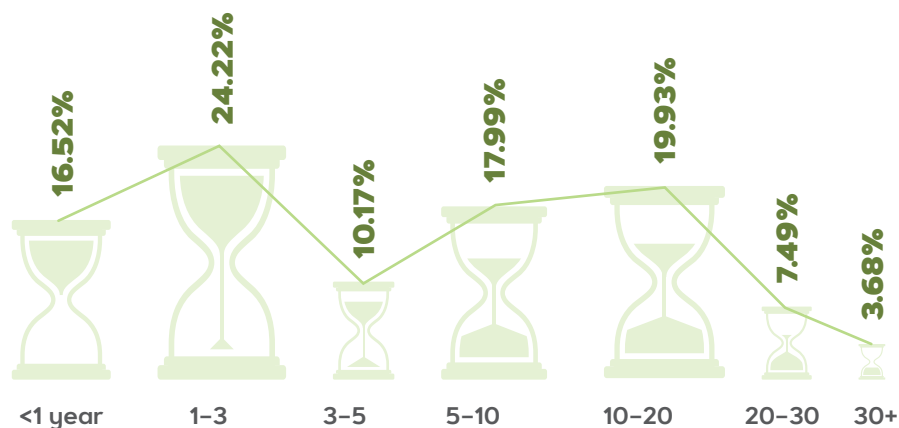
STAFF GENDER COMPARISON



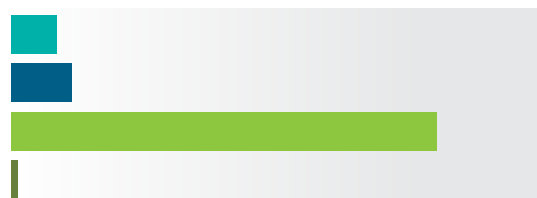
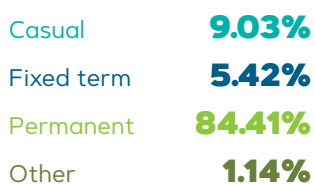
Women in Senior Leadership
33.72%











YEARS OF SERVICE



EMPLOYEE TYPES



COMMUNITY FINANCIAL REPORT

 2023 – 2024	 \$259.4m raised in rates and utilities	 \$2.5m operating deficit	 \$4.5b assets (including infrastructure)
 \$187.7m grants, contributions and donations received	 \$402.7m total debt	 \$138.4m increase in our community wealth	 \$265.4m capital investment

The Community Financial Report as required by Section 184 of the *Local Government Regulations 2012*, provides an explanation of the audited financial statements for the year as set out here. Council has maintained a financial management strategy over the last five financial years of prudent increases in operational expenses, limited FTE growth and an appropriate borrowing program. Services have continued to be delivered and the capital program expanded while achieving these aims through improved processes and innovative service delivery mechanisms. This strategy has council well placed to manage a growing city. Council is continuing with this strategy over the coming financial year which is consistent with the long-term financial forecast presented in the 2024–2025 Annual Plan.

More information regarding Ipswich City Council's Financial and Planning documents can be accessed at council's [website](#).

Summary of Financial Statements for 2023–2024

Council completed the financial year with a net surplus of \$138.4 million including capital revenue. Capital revenue includes the value of developer constructed local roads, parks and drainage pipes which are donated to council as a condition of the development, to operate and maintain. Capital revenue also includes cash contributions from developers towards shared infrastructure servicing these new developments.

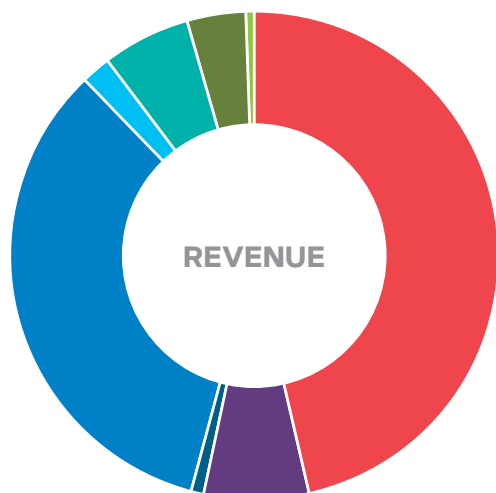
Council received a greater amount of operating revenue than the prior year which resulted from population growth in the Ipswich region and from the increase in rates and fees levied. In addition, council received a greater profit distribution from Urban Utilities, however,

this was partially offset by council not receiving an advance payment of the Financial Assistance Grant in 2023–2024. The increase in operating revenue was offset by the increase in operating expenditure which was primarily a result of increases in employee expenses, inflationary increases in the cost of goods and services as well as increased depreciation expense.

During the year council continued the redevelopment of the CBD and it is reflected in the increase of council's investment properties during the year to \$45.2 million.

The following comparison is provided between the previous year and the year in review:

	2023–2024	2022–2023	% CHANGE
	\$'000	\$'000	
Revenue (inc. capital revenue)	558,961	539,562	3.6%
Expense	420,554	386,615	8.8%
Net Result	138,407	152,947	-9.5%
Less: Net Capital Revenue/Expense	137,626	140,395	-2.0%
Less: Revaluation Increase/Decrease	3,257	289	1027.0%
Net Operating Surplus	(2,476)	12,263	120.2%
Net Operating Surplus %	(0.66%)	3.46%	



Type of revenue	Totals (\$'000)
■ Rates, levies and charges	259,403
■ Fees and charges	39,426
■ Sales revenue	4,262
■ Grants and contributions	187,662
■ Interest and investment revenue	12,083
■ Profit from investment in associates	32,498
■ Other revenue	20,810
■ Capital income	2,817
Grand Total	558,961

Revenue

Where did the money come from?

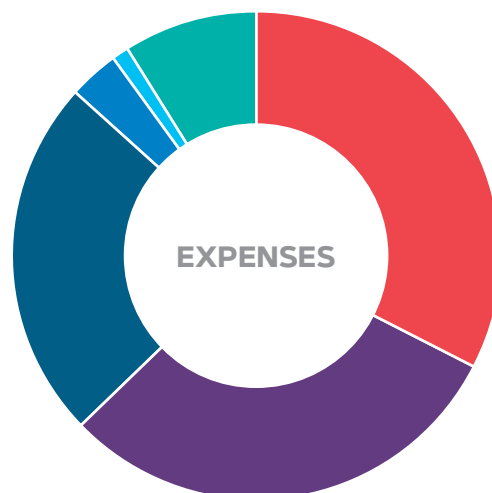
Council received \$559 million in revenue. The largest contributor was rates and utility charges of \$259.4 million (after discount and concession). Rates and utility charges increased as a result of rate increases and growth in the Ipswich region.

Council's share of profit from Urban Utilities increased by \$7.5 million to \$32.5m as a result of higher developer cash contributions and developer donated assets received in 2023–2024. Interest revenue increased by \$2.6 million to \$12.1 million due to higher interest rates.

Fees and charges revenue increased by \$1.1 million to \$39.4 million which can be attributed to increased traffic and regulatory parking fees, and waste disposal fees.

Grant revenue increased by \$23.6 million to \$87.1 million due to funding received for flood recovery activities, including the Voluntary Home Buy Back program, and the Springfield Road Upgrade Project. This was partially offset by no advance payment of the Financial Assistance Grant being received in 2023–2024.

Increased revenue was offset by reduced donated and contributed asset revenue by \$39.7 million to \$100.5 million mainly due to the contribution of the Brighton Homes Arena Stadium at Springfield of \$43 million in 2022–2023.



Type of expense	Totals (\$'000)
■ Employee expenses	137,718
■ Materials and services	126,468
■ Depreciation and amortisation	101,049
■ Finance costs	13,353
■ Grant expense	5,035
■ Capital expenses	36,931
Grand Total	420,554

Expenses

Where was the money spent?

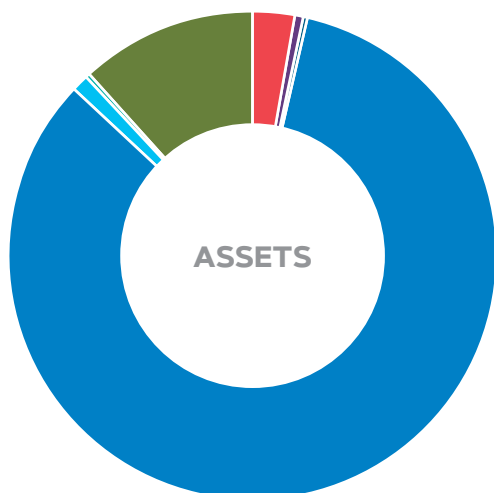
Council's expenditure was \$420.6 million for the financial year.

Employee expenses (detailed in Note 6) increased by \$10.2 million. This was mainly due to the 3.5% administrative wages increase and an increase in full-time equivalents to support council's growth.

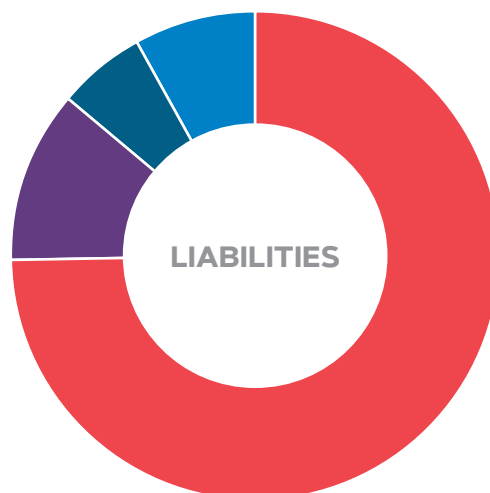
Materials and services increased by \$7.9 million due to inflationary increases in the cost of goods and services, increased fleet maintenance and mowing costs, and election costs.

Depreciation increased by \$16 million due to the asset revaluation increments recorded as at 30 June 2023, and depreciation from constructed and donated assets.

Finance costs increased by \$1.8 million reflecting additional interest as a result of new loans drawn down in June 2023.



Type of assets	Totals (\$'000)
■ Cash and cash equivalents	126,826
■ Receivables	29,595
■ Other assets	11,864
■ Property, plant and equipment	3,797,553
■ Assets held for sale and investment properties	45,150
■ Intangible assets	8,198
■ Investments	528,406
Grand Total	4,547,592



Type of liabilities	Totals (\$'000)
■ Borrowings	402,676
■ Payables	61,466
■ Provisions	31,994
■ Other liabilities	42,469
Grand Total	538,605

Assets

What do we own?

As at the 30 June 2024, council held \$4.5 billion in assets, \$254.5 million more than the previous year.

Property, plant and equipment increased by \$265.4 million to \$3.8 billion mainly due to asset additions of \$163.8 million and donated assets of \$82.5 million. This was offset by depreciation expense of \$97.4 million.

Cash and cash equivalents increased by \$27.8 million to \$126.8 million. The balance includes funding for the Voluntary Home Buy Back program and the advance payment of the State Government waste levy.

Investment properties increased by \$12.5 million to \$45.2 million mainly due to capital expenditure on CBD investment properties.

Investments includes council's interest in Urban Utilities of \$472.3 million which increased by \$17.8 million in the current financial year.

Investments decreased by \$63 million to \$56 million which reflects the timing of investments entered into.

Liabilities

What do we owe?

As at the 30 June 2024, council had \$538.6 million in liabilities which is an increase of \$25.7 million when compared to the previous year.

Borrowings increased by \$19.3 million to \$402.7 million which reflects new borrowings within the period, partially offset by the regular repayments of borrowings.

Payables increased by \$15.3 million to \$61.5 million which is due to the timing of invoices received compared to the prior year.

Other liabilities decreased by \$11.4 million to \$42.5 million due to a reduction in contract liabilities and the drawdown of the waste levy advanced payment.

Community Equity

What is the difference between what we own and what we owe?

Ipswich's community equity (its net worth) as at the 30 June 2024 was \$4.0 billion which is \$228.7 million more than the previous year. Retained surplus increased by \$138.4 million to \$3.0 billion and the asset revaluation surplus increased by \$90.4 million to \$997.7 million.

Ipswich's community equity is presented in two parts.

	2023-2024	2022-2023	% CHANGE
	\$'000	\$'000	
Asset Revaluation Surplus	997,664	907,305	10.0%
Retained Surplus	3,011,323	2,872,940	4.8%
Total Community Equity	4,008,987	3,780,245	6.1%

Financial Ratios

The financial ratios are prepared in accordance with the requirements of the *Local Government Regulation 2012* and the Financial Management (Sustainability) Guideline 2024. For 2023-2024 council's performance against key financial ratios were still within target for all ratios, with the exception of the operating surplus ratio. While the operating surplus ratio was outside the target for 2023-2024, the five year average operating surplus is within the target range.

SUSTAINABILITY RATIO	OBJECTIVE OF MEASUREMENT	HOW THE MEASURE IS CALCULATED	ACTUAL RESULT		
			2024	2020-2024	TARGET
Unrestricted cash expense coverage ratio	Is an indicator of the unconstrained liquidity available to a council to meet ongoing and emergent financial demands, which is a key component to solvency. It represents the number of months a council can continue operating based on current monthly expenses.	Total cash and equivalents add current investments add available ongoing Queensland Treasury Corporation (QTC) working capital limit less externally restricted cash divided by total operating expenditure less depreciation and amortisation less finance costs	7.2 months	N/A	> 2 months
Operating surplus ratio	Is an indicator of the extent to which operating revenues generated cover operational expenses only or are available for capital funding or other purposes.	Operating result divided by total operating revenue	(0.66)%	1.80%	> 0%
Operating cash ratio	Is an indicator of council's ability to cover its core operational expenses and generate a cash surplus excluding depreciation, amortisation, and finance costs.	Operating result add depreciation and amortisation add finance costs divided by total operating revenue	29.44%	30.30%	> 0%
Asset sustainability ratio	Is an approximation of the extent to which the infrastructure assets managed by a council are being replaced as they reach the end of their useful lives.	Capital expenditure on the replacement of infrastructure assets (renewals) divided by depreciation expense on infrastructure assets	62.92%	69.21%	> 60%
Asset consumption ratio	Is an approximation of the extent to which council's infrastructure assets have been consumed compared to what it would cost to build a new asset with the same benefit to the community.	Written down replacement cost of depreciable infrastructure assets divided by current replacement cost of depreciable infrastructure assets	70.87%	70.51%	> 60%
Leverage ratio	Is an indicator of council's ability to repay its existing debt. It measures the relative size of council's debt to its operating performance.	Book value of debt divided by total operating revenue less total operating expenditure add depreciation and amortisation	3.7 times	3.8 times	0-4 times

INVOLVING OUR COMMUNITY

Council is committed to meaningful engagement with the community on issues affecting this community. We believe that engagement with the community leads to council making better-informed decisions.

Shape Your Ipswich

Shape Your Ipswich is councils' online community engagement platform. It showcases council's key community engagement initiatives providing the community with an online space to stay informed, join discussions and shape projects that matter.

Over 2023–2024, an additional 757 members registered to Shape Your Ipswich, totalling 5,571 members. They were provided access to over 26 new engagements and project updates for over 31 past engagements. The projects had 3,476 contributions, with 89,974 unique visitors to the Shape your Ipswich site and 186,302 page views of the site over the year.

In addition to online engagement, several in person events were coordinated to provide opportunities for the community to be further engaged through informing or consultation, through pop up events and community meetings.

Registration on the platform includes providing some personal and demographic information. This allows

council to understand how the initiatives have been represented demographically and enables council to further target engagement with under-represented groups. This achieves a broader range of voices to be heard and strengthens the quality of decision-making.

Community Panels

Council also engages with the community on shaping the future of Ipswich through the Community Panel. The panel is a modern form of community engagement offering greater flexibility where members can opt-in or out of engagement opportunities as they like.

The first Community Panel meeting was held in April 2022. It has grown to 199 members since starting and gained 55 new members over the year. When signing up to the panel, members identify categories which they are interested in receiving information on. There are currently 15 categories of interest. Three community panel consultations were held in 2023–2024. The limited sessions this year were due to Local Government Elections taking place and council being in caretaker for a number of months.

Engagement Highlight: Colleges Crossing Recreation Reserve

Colleges Crossing Recreation Reserve on the Brisbane River at Chuwar is a special community place and remains culturally significant for the region's Traditional Owners and First Nations communities. In February and May 2022, the reserve was significantly damaged by flooding. In response, council initiated a concept design aimed at restoring the reserve with improved flooding resilience.

To align the restoration with community needs and expectations, council engaged with community through Shape Your Ipswich and facilitated six community pop-up sessions for direct engagement. Deeper engagement with the Traditional Owners and wider Aboriginal and Torres Strait Islander communities ensured cultural connections and practices were upheld. With over 800 participants, including 38 Aboriginal and Torres Strait Islander individuals, this was the highest recorded engagement through Shape Your Ipswich.

The final design, enriched through engagement, reflects the community's vision and cultural significance and connections including Totem landscape features and artwork on sandstone blocks.

▼ Colleges Crossing Recreation Reserve concept design – artist impression



ADVOCATING FOR OUR COMMUNITY

There are many issues and service gaps affecting our community that we can't solve on our own. Council is actively advocating to other levels of government to fund and support council's advocacy priorities, known as regionally significant projects. In 2023–2024, the following progress was made:



Ipswich to Springfield Central Public Transport Corridor (I2S)

Included on Infrastructure Australia's Infrastructure Priority List, as an Early-Stage proposal, the I2S is a designated public transport corridor through Ripley and Redbank Plains. Following a subsequent tripartite commitment, an Options Analysis (Stage 2 Business Case) is currently in development. This will inform the detailed business case for this public transport corridor between Ipswich and Springfield. Council continues to advocate for project delivery funding in the outer years of the forward estimates.



Cunningham Highway (Yamanto to Ebenezer Creek upgrades)

This major national highway is the backbone to Ipswich's transport network, servicing the RAAF Base Amberley and Ipswich's growth corridor, the Ripley Valley Priority Development Area. The Federal Budget has committed \$1.5 million towards safety upgrades, while the Federal Budget committed \$46.4 million to reconstruct the Cunningham Highway at Cunninghams Gap.



North Ipswich Sport and Entertainment Precinct – Stage 1 Western Grandstand

A national-standard sport and entertainment precinct anchored around a boutique rectangular stadium will revolutionise access to sporting and entertainment content in Ipswich. The Federal Government's \$20 million commitment has been further supported with an additional \$10 million secured from the State Government. The state's investment was the final step needed to unlock \$10 million of funding from council. This \$40 million tripartite commitment will deliver a new western grandstand and lightening as part of the first stage.



Roads of Strategic Importance (Critical and Enabling Infrastructure)

Key roads in Ipswich and surrounding areas are set for significant upgrades, with Federal and State Budgets committing funds. The Federal Budget made a \$134.5 million commitment to deliver upgrades at the Mount Crosby Road Interchange and a \$42.5 million commitment to strengthen the westbound Bremer River Bridge on the Warrego Highway at Karalee. The State Budget has committed a \$25 million spend towards strengthening the Bremer River Bridge on the Warrego.



A Better Bus Network for Ipswich

In late 2022, council launched a campaign to improve the city's bus network, elevating it to a regionally significant project. The State Government has allocated \$36 million in the 2024–2025 Budget to introduce and extend bus services to rapidly developing areas like Redbank Plains, Collingwood Park and Deebling Heights. This investment is vital for the eastern growth corridor, where 70% of the population resides, ensuring Ipswich remains a well-connected city.



ABOUT THE CORPORATE PLAN

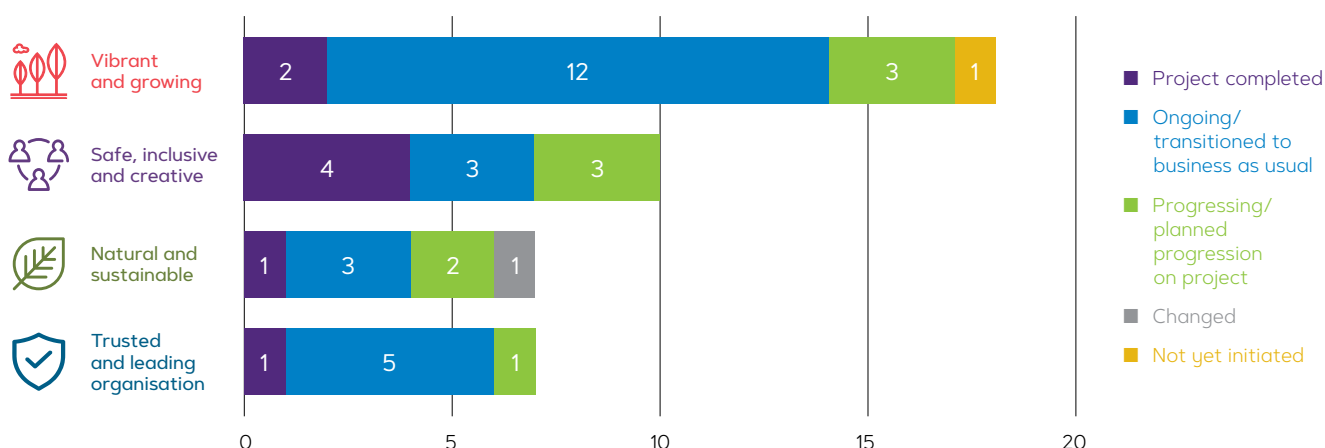
iFuture sets out the long-term vision and goals for our city and outlines the strategic priorities over the five-year term. The Corporate Plan 2021–2026 has been divided into four themes which align with the community’s vision for 2041:



Each theme includes a 20 year vision statement and outcomes, with a set of identified catalyst projects. The outcomes align with the community’s long-term aspirations and set the priorities for the five-year period.

There are 42 catalyst projects listed for completion over the five-year period. As of 30 June 2024, eight have been completed, 10 are progressing as multiyear projects, 22 projects are ongoing and have transitioned to business as usual through internal process improvements, one project has been incorporated into another for delivery and one has not yet been initiated. More detail on each of these catalyst projects can be found from page 39.

iFuture also includes measures for each theme. For more information on these measures and the associated data, please visit the [Governance and Transparency Hub page](#).



OUR PERFORMANCE

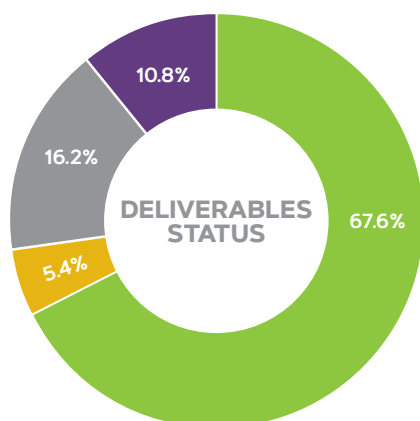
Reporting on the Annual Plan

The Annual Plan’s 2023–2024 Operational Plan includes 37 deliverables (major projects, services or programs), referred to as catalyst projects or operational deliverables. These deliverables are categorised under four themes that contribute to realising the community’s vision for Ipswich by 2041.

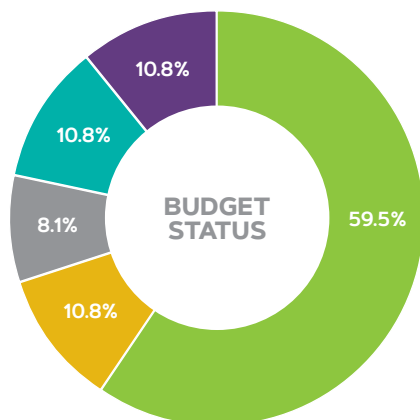
Council further measures its performance through the implementation of the outcomes of the Corporate Plan and through its core business service measures and activities including the Living in Place community survey.

The Living in Place survey was conducted with 1,202 residents via Informed Decisions proven social media advertising approach. Living in Place provides council with an evidence base through its research of the communities’ values, experiences and needs. The data will further inform and advance the liveability of our local areas through strategic planning and advocacy.

The status of the deliverables as at 30 June 2024 can be found from [pages 35–50](#). For the full Quarter 4 report on the Annual Plan, please visit council’s [Annual Plan website page](#).



DELIVERABLES STATUS		No.
ON TRACK - CONTINUING		25
NEEDS ATTENTION		2
OTHER		6
COMPLETE		4
TOTAL		37



BUDGET STATUS		No.
ON TRACK		22
UNDER		3
OVER		1
OTHER		3
NO BUDGET ALLOCATED		4
COMPLETE		4
TOTAL		37

DELIVERABLE STATUS LEGEND

ON TRACK - CONTINUING		This status represents activity which is delivering as planned as a multiyear project through operational plan deliverables, core service activities, corporate projects or an item in the capital works program.
NEEDS ATTENTION		This status represents activity which is no longer delivering as scheduled however is not yet At Risk.
OTHER*		This status represents activity which is outside the standard status indicators. Reasons for use of this status include items that are amended, discontinued, deferred, or may have no available reporting.
COMPLETE		This status represents activity which has been completed and has achieved the targeted outcome.

BUDGET STATUS LEGEND

ON TRACK		This status represents budget activity that is delivering as planned.
UNDER		This status represents budget activity that is delivering under planned budget allocation.
OVER		This status represents budget activity that is delivering over planned budget allocation.
OTHER*		This status represents activity which is outside the standard status indicators. Reasons for this status may include items of expenditure which are completed, delayed, deferred or future scheduled.
NO BUDGET ALLOCATED		This status represents activity which has no budget allocation.
COMPLETE		Project is complete.

The following pages provide a report of council's performance through its catalyst and operational projects, and activities undertaken throughout 2023-2024, against each theme of the Corporate Plan. Catalyst projects (*) identify deliverables within the larger catalyst projects as set out in iFuture. Operational projects are yearly deliverables aligned to outcomes in iFuture and to the services we deliver to meet community needs.

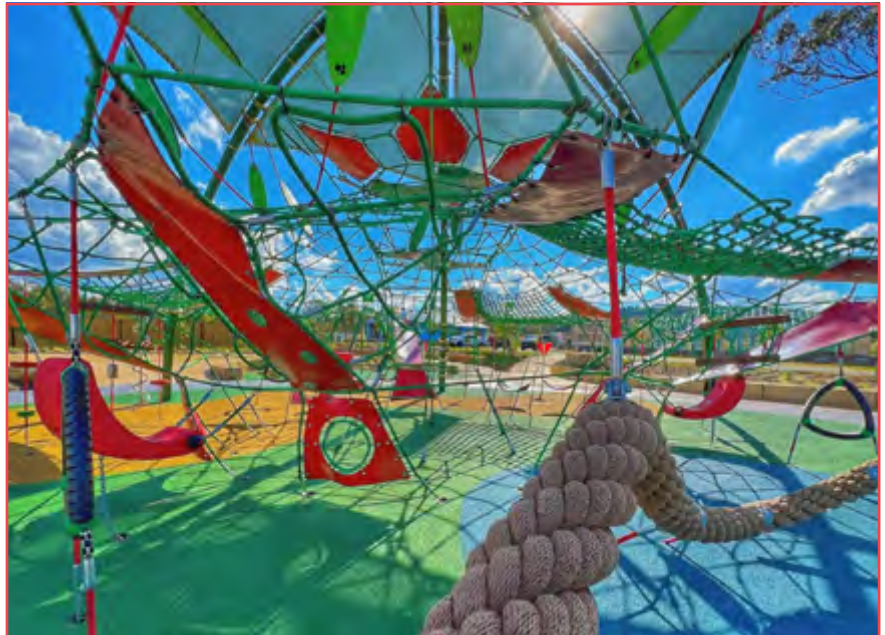


VIBRANT AND GROWING

PERFORMANCE HIGHLIGHTS 2023–2024

Ipswich Plan 2024

Council's new planning scheme, Ipswich Plan 2024, is designed to guide the city's development over the next 20 years. Shaped by community feedback, over 500 formal submissions were lodged and almost 100,000 residents engaged via Shape Your Ipswich and Facebook. The revised draft Ipswich Plan 2024 is with the Minister for Housing, Local Government and Planning for final review and approval.



Playgrounds and Playspaces

Playgrounds throughout Ipswich are being refreshed and renewed to cater for its vibrant and growing city. Recent upgrades include a new five bay swing in Ipswich's most iconic park, Queens Park and a golf themed playground in Rosewood, aptly named Pace Park, which features Australia's first shaded six-meter climbing dome.

Leveraging 2032: Our Roadmap to the Olympic and Paralympic Games

In December 2023, Ipswich City Council presented Leveraging 2032: Our Roadmap to the Olympic and Paralympic Games. It sets out 20 legacy outcomes developed through community engagement and the Legacy Working Group, with alignment to councils' strategic priorities. Achievements to date include the State Government funding towards new buses improving local connections and funding towards the delivery of the North Ipswich Sport and Entertainment Precinct.



Nicholas Street Precinct

Nicholas Street Precinct is the largest transformation of Ipswich's city heart in three decades. The Precinct continues to gain momentum, emerging as a dining, cultural and entertainment destination for over 1.2 million visitors annually. The precinct's development is nearing completion with HOYTS Cinemas and General Public set to open soon, along with the newly renovated Hotel Commonwealth.



Ipswich Central Revitalisation and Small Business Friendly

It starts with a shared vision, Ipswich Central is the Cultural Hub and Beating Heart of the Ipswich community. It aims to be a cultural destination that is green and connected with streets alive with activity.

As a Small Business Friendly Council, it is committed to enhancing the operating environment for small businesses to grow, connect and build their capabilities, supported through two new place-based programs, Made You Look and Frame the Front Door.

Ipswich City Council won the 2024 Small Business Friendly Innovator of the Year award, Creating Places for People, which included Queensland's first Street Patio program, hosted across four locations over twelve months to support small business and stimulate foot traffic in Ipswich Central.



VIBRANT AND GROWING

OPERATIONAL PLAN DELIVERABLES

The Vibrant and Growing theme has 13 deliverables (catalyst and operational) listed for completion over the five-year period. As of 30 June 2024, one has been completed, nine are on track – continuing as multiyear projects, and three are other which are outside the standard status indicators.

PROJECT TYPE	DELIVERABLE	PROJECT STATUS	BUDGET STATUS
Catalyst	Finalisation and adoption of the new Ipswich Plan 2024 and Local Government Infrastructure Plan (LGIP)	🟢	🟡⬇️
Operational	Continue a major review of iGO Transport Plan	🟢	🟢
Operational	Development of an Open Space Implementation Program	⚪	🟢
Catalyst	Redevelopment of Nicholas Street Precinct	⚪	🟢
Operational	Development of a Stormwater Management Strategy	⚪	🟡
Operational	Implementation of the Ipswich Economic Development Strategy	🟢	🟢
Catalyst	Implementation of the Active Ipswich Strategy	🟢	🟢
Catalyst	Implementation of the Ipswich Central Revitalisation Program*	🟢	🟢
Catalyst	Implementation of the Ipswich 2032 Olympic and Paralympic Games Legacy Roadmap*	🟢	🟢
Operational	SEQ City Deal: Implementation of the SEQ Liveability Fund	🟢	⚪
Operational	SEQ City Deal: Ipswich to Springfield Central Public Transport Corridor Options Analysis	🟢	🟢
Operational	North Ipswich Sport and Entertainment Precinct (Stage 1 technical design and investment logic mapping)	🟢	🟢
Operational	Implementation of a dedicated team for Ripley Valley Priority Development Area development applications	🟣	🟣

DELIVERABLES STATUS KEY

🟢 ON TRACK 🟢 ON TRACK – CONTINUING 🟡 NEEDS ATTENTION ⚪ OTHER* 🟣 COMPLETE

BUDGET STATUS KEY

🟢 ON TRACK 🟡 UNDER 🟡 OVER ⚪ OTHER* 🟡 NO BUDGET ALLOCATED 🟣 PROJECT COMPLETE

CATALYST PROJECTS

The Vibrant and Growing theme has 18 catalyst projects listed for completion over the five-year period. As of 30 June 2024, two have been completed and four are progressing as multiyear projects, 11 catalyst projects are ongoing and one has not yet been initiated.

iFUTURE CORPORATE PLAN CATALYST PROJECT	STATUS	PROGRESS	EXPECTED COMPLETION				
			2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Nicholas Street Precinct retail and council Administration Building development and opening	■	95%	■	■	■	■	
Ipswich Central Revitalisation Program for significant investment attraction, business, job and activation growth	■	Ongoing	■	■	■	■	■
Ripley Valley Growth Strategy for council to have a coordinated and multipronged approach to managing the growth and support for Ripley Valley and its community	■	40%			■	■	■
Active Ipswich Strategy and implementation plan to increase access and opportunity for participation in sport, recreation, physical activity and nature based recreation	■	100%	■				
Small Business Friendly Council implementation	■	Ongoing	■	■	■	■	■
New Planning Scheme and Local Government Infrastructure Plan	■	90%	■	■	■	■	
Partner with the Brisbane Lions for the construction of the Brisbane Lions Centre and Training Facility at Springfield	■	100%	■	■			
An urban design framework to guide our place making and liveability outcomes and that complements our new planning scheme, strategies, policies and plans	■	0%					
Major road upgrades for Redbank Plains and Springfield in response to growth	■	75%	■	■	■	■	
2032 Olympic and Paralympic Games advocacy	■	Ongoing	■	■	■	■	■
Advocacy to State and/or Federal Government for the following city shaping initiatives:							
■ Ipswich to Springfield Central Public Transport Corridor options analysis and business case	■	Ongoing	■	■	■	■	■
■ Cunningham Highway (Yamanto to Ebenezer Creek upgrades)	■	Ongoing	■	■	■	■	■
■ Ipswich Central Second River Crossing detailed business case	■	Ongoing	■	■	■	■	■
■ North Ipswich Sport and Entertainment Precinct detailed business case	■	Ongoing	■	■	■	■	■
■ Waste and recycling reform and circular economy – comprehensive sector review and reform	■	39%	■	■	■	■	■
■ Ebenezer Regional Industrial Area – investment in catalytic infrastructure, inland rail and an intermodal terminal for Ipswich	■	Ongoing	■	■	■	■	■
■ Roads of Strategic Importance – Investment in shovel ready projects that improve road efficiency, capacity and safety (for example the Mount Crosby Interchange)	■	Ongoing	■	■	■	■	■
■ A plan for better social services, regional job creation and skills and industry development to support our growing city	■	Ongoing	■	■	■	■	■

DELIVERABLES STATUS KEY

■ PROJECT COMPLETED ■ ONGOING/TRANSITIONED TO BUSINESS AS USUAL
■ PROGRESSING/PLANNED PROGRESSION ON PROJECT ■ CHANGED ■ NOT YET INITIATED



SAFE, INCLUSIVE AND CREATIVE

PERFORMANCE HIGHLIGHTS 2023–2024



First Nations Industry Yarns

The inaugural First Nations Industry Yarns event, hosted by council on Thursday 30 November 2023, aimed to highlight the cultural knowledge and experiences faced by First Nations businesses and employees. Aligned with the Ipswich City Council Indigenous Accord, it focuses on education, employment, skill development and business development. The event aims to contribute to the advancement of education, employment opportunities, skill development and business growth as well fostering collaboration on best practices for culturally safe workplaces.



ARTiculate

ARTiculate is a series of workshops designed to support local artists and creatives in their professional journey. They include crafting artists bios and statements, grant writing and how to manage tax as an artist. ARTiculate is one of the success stories for the creative industries of Ipswich. Thirty workshops were delivered with 524 participants resulting in a 30% increase in applications for the Regional Arts Development Fund (RADF), a notable rise in EOIs for SPARK Ipswich, the Ipswich Community Gallery, and new Ipswich Art Workshop, further strengthening the Ipswich Art Community.

Planes, Trains & Autos

The Planes, Trains & Autos three-day festival, now in its fourth year, celebrates all things aviation, rail and automotive. It honours the city's rich manufacturing heritage and its role as a key player in defence, logistics and advanced manufacturing. The festival, presented by Ipswich City Council with the support of various partners, further celebrates our region's deep connection to the men and women who have served our nation.



SPARK Ipswich – Little Day Out

SPARK Ipswich is a vibrant arts and cultural festival, now in its third year, showcasing local talent and creating unique audience experiences for all. Little Day Out, Ipswich's signature children's music and arts festival offers interactive fun for families, headlined by Bunny Racket. SPARK Ipswich showcases the city's creative flair with innovative programming, activations and performances, reflecting people, places and the culture of Ipswich.



City Events

In 2023–2024, City Events attracted, supported and produced a diverse program of over 150 festivals, events and experiences that engage the community, promote Ipswich as a destination, drive visitation and positively impact on business and industry.

Over 190,000 people attended four major festivals produced and curated by council. Ipswich is raising its profile as a major event destination, with eight sponsored events generating over \$18 million in economic benefit.





SAFE, INCLUSIVE AND CREATIVE

OPERATIONAL PLAN DELIVERABLES

The Safe, Inclusive and Creative theme has seven deliverables (catalyst and operational) listed for completion over the five-year period. As of 30 June 2024, all deliverables are on track.

PROJECT TYPE	DELIVERABLE	PROJECT STATUS	BUDGET STATUS
Catalyst	Implementation of the Ipswich Community Development Strategy*	🟢	🟢
Catalyst	Implementation and update of the Creative Industries Action Plan*	🟢	🟢
Catalyst	Implementation of the Ipswich Indigenous Accord*	🟢	🟢
Operational	Implementation of the 2022 Flood Recovery Review recommendations	🟢	🟡
Operational	Implementation of City Events Plan	🟢	🟢
Catalyst	Preparation of the Strengthening Ipswich Communities Plan (SICP)*	🟢	🟡
Operational	Ipswich Civic Centre Redevelopment technical design and documentation	🟢	🟢

DELIVERABLES STATUS KEY

🟢 ON TRACK 🟡 ON TRACK – CONTINUING 🟠 NEEDS ATTENTION ⚪ OTHER* 🟣 COMPLETE

BUDGET STATUS KEY

🟢 ON TRACK 🟡 UNDER 🟠 OVER ⚪ OTHER* 🟡 NO BUDGET ALLOCATED 🟣 PROJECT COMPLETE

CATALYST PROJECTS

The Safe, Inclusive and Creative theme has 10 catalyst projects listed for completion over the five-year period. As of 30 June 2024, four have been completed, three are progressing as multiyear projects, and three are ongoing.

IFUTURE CORPORATE PLAN CATALYST PROJECT	STATUS	PROGRESS	EXPECTED COMPLETION				
			2021–2022	2022–2023	2023–2024	2024–2025	2025–2026
Sale of the council buildings in South Street, Ipswich to West Moreton Health to allow for the expansion of health services in Ipswich.	■	100%	■	■	■		
A Creators of Ipswich initiative is established to progress the Arts and Culture Strategy implementation, and the outcomes of the 2020 Creators of Ipswich Summit including a framework for a creative economy in Ipswich, sources of funding for the sector, capacity building and a partnership between council and the creative sector to help guide planning and development.	■	100%	■	■	■		
Opening of the Ipswich Children's Library in the Nicholas Street Precinct.	■	100%	■				
Our New Planning Scheme will conserve and enhance the city's built heritage, as well as recognise the cultural landscape values.	■	90%	■	■	■	■	
Council Library Strategy and implementation plan to guide planning and development of libraries and their community services including public programming.	■	Ongoing	■	■	■	■	■
Strengthening Ipswich Communities Plan to understand the needs of the city to help strategically guide council's investment, programming and advocacy for community facilities and services.	■	90%	■	■	■	■	
Activation and integration of Tulum Place, Ipswich Children's Library, Ipswich Central Library, Ipswich Civic Centre and Ipswich Art Gallery as a creative and cultural heart of the city with a strong representation and promotion of local artists.	■	Ongoing	■	■	■	■	■
Implementation of the Ipswich City Council Indigenous Accord 2020–2025 to acknowledge the commitment between council and our Aboriginal and Torres Strait Islander community.	■	Ongoing	■	■	■	■	■
Community Development Strategy and Implementation Plan to plan and respond to community needs and growth.	■	100%	■	■	■	■	■
We will be inclusive in our engagement with the community using technology where we can to increase accessibility for all including closed captions, translation services, Wi-Fi, programming for our events, and exhibitions that represents and celebrates the diversity of our history and cultures	■	Ongoing	■	■	■	■	■

DELIVERABLES STATUS KEY

■ PROJECT COMPLETED ■ ONGOING/TRANSITIONED TO BUSINESS AS USUAL
 ■ PROGRESSING/PLANNED PROGRESSION ON PROJECT ■ CHANGED ■ NOT YET INITIATED



NATURAL AND SUSTAINABLE

PERFORMANCE HIGHLIGHTS 2023–2024



Streetlighting efficiency network improvements

Best practice requirements for lighting has seen 1,700+ LED lights installed or replacement of inefficient technology. Ipswich City Council replaced 66 lights on the Brassall Bikeway in late 2023 resulting in an annual reduction of over 70,000 kWh, equivalent to 50 tonnes CO₂ per year, further improving safety to the area.



Electrifying Council Fleets

Ipswich City Council's fleet is transitioning with the addition of two Electrical Vehicles and four charging stations. The average electric car emits 29–41 per cent less emissions than a typical fossil-fuelled car for every kilometre driven. Continuing to transition to an electric fleet will assist council in further reducing its emissions.



2024 WaterFest Campaign

The WaterFest program of events and activities was designed to increase interest in sustainable water-based recreation activities, provide environmental education on key waterway species and encourage connection and appreciation to Ipswich's waterways. Over the four-month campaign, close to 6,000 residents were inspired and motivated to get outside and appreciate Ipswich's Bremer River and our stretch of the Brisbane River, the many creeks within our catchment, and Ipswich environmental initiatives which are making a difference.



Great Southern Bioblitz – Little Liverpool Range

The Great Southern BioBlitz is an international period of intense biological surveying which attempts to record all the living species spread across the Southern Hemisphere in Spring. The Little Liverpool Range delivered a BioBlitz event home to native species of national, state and local significance including the koala, brush-tailed rock-wallaby, glossy black cockatoo and brush-tailed phascogale. Twenty-seven private landholders attended the two-day event as part of Land for Wildlife or other Voluntary Conservation Agreements. There were 777 observations of 384 different species recorded, with further engagement with the public through the citizen science platform iNaturalist.



Protecting our Cultural and Environmental Values through Proactive Conservation Management

A number of significant capital upgrades and new installations within the Natural Area Estate were realised in 2023–2024, including upgrades to wetland boardwalks at White Rock – Spring Mountain Conservation Estate and Purga Nature Reserve. Over 2,000m of boundary fencing was installed across multiple estates and reserves to manage illegal use, and additional walking tracks were installed around the Kup Murrie and Bush Tucker Track at Hardings Paddock for estate users. The Conservation Works Program effectively targeted pest plant infestations within 15 project sites totalling 135 hectares, and the Fire Management Program installation and maintenance of 55km of wildlife mitigation infrastructure across 25 priority sites. Other highlights include the Ti Tree Projects solar panel installations, air conditioning at Girl Guide Hut in Willowbank and two commemorative plaques with a sandstone plinth at Mack Family Park.



NATURAL AND SUSTAINABLE

OPERATIONAL PLAN DELIVERABLES

The Natural and Sustainable theme has 10 deliverables (catalyst and operational) listed for completion over the five-year period. As of 30 June 2024, one has been completed, five are on track – continuing as multiyear projects, three are other which are outside the standard status, and one needs attention.

PROJECT TYPE	DELIVERABLE	PROJECT STATUS	BUDGET STATUS
Operational	Implementation of upgrades to the Queens Park Environmental Education Centre	●	●
Operational	Implementation of a Renewable Energy Program for council	⊙	●
Operational	SEQ City Deal: Development and Implementation of a Sub-Regional Alliance Materials Recovery Facility	⊙	●
Operational	Completion of a Climate Risk Assessment for council	⊙	●
Operational	Implementation of the Resource Recovery Strategy	⊙	●
Operational	Implementation of the Urban Rivers Program	●	●
Catalyst	Implementation of the Natural Environment Strategy*	●	●
Catalyst	Implementation of the Sustainability Strategy*	●	●
Catalyst	Implementation of the Waste and Circular Economy Policy Transformation Directive and review of outcomes achieved*	●	●
Operational	Increased monitoring and regulation of erosion and sediment control	⊙	●

DELIVERABLES STATUS KEY

● ON TRACK ⊙ ON TRACK – CONTINUING ● NEEDS ATTENTION ● OTHER* ● COMPLETE

BUDGET STATUS KEY

● ON TRACK ⬇ UNDER ⬆ OVER ● OTHER* ● NO BUDGET ALLOCATED ● PROJECT COMPLETE

CATALYST PROJECTS

The Natural and Sustainable theme has 7 catalyst projects listed for completion over the five-year period. As of 30 June 2024, one has been completed, two are progressing as multiyear projects, three are ongoing and have transitioned to business as usual through internal process improvements, and one has been absorbed into another project.

IFUTURE CORPORATE PLAN CATALYST PROJECT	STATUS	PROGRESS	EXPECTED COMPLETION				
			2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Development and implementation of a Green Corridors Strategy to protect vegetation and wildlife living alongside our urban environment.	■	-					
We will capitalise on the strength of our existing waste industry by encouraging new clean industry opportunities that contribute to the local economy.	■	Ongoing	■	■	■	■	■
Natural Environment Policy and Strategy to provide council with a corporate position and strategic approach on how it will protect, enhance and restore the city's natural environment	■	100%	■	■			
Sustainability Strategy and implementation to balance the protection of the environment and the pursuit of prosperity to ensure quality of life for the people of Ipswich from generation to generation	■	50%	■	■	■	■	■
We are proactive in our regulatory services and community education to deter illegal dumping and littering	■	Ongoing	■	■	■	■	■
Our New Planning Scheme guides protection of our natural environment and encourages access to green community spaces	■	90%	■	■	■	■	
Implementation of the Waste and Circular Economy Transformation Directive program which includes: establishment of a waste code of practice to guide best practice among waste producers and operators advocacy for legislative reform to drive industry best practice waste management services planning protections for residential amenity a review of council's Materials Recovery Plan advocacy for Ipswich and active participation in the development and implementation of the Council of Mayors SEQ Waste Management Plan and the sub-regional alliance (Ipswich, Logan, Redland, Lockyer, Somerset) and other regional and sub-regional waste issues	■	Ongoing	■	■	■	■	■

DELIVERABLES STATUS KEY

■ PROJECT COMPLETED ■ ONGOING/TRANSITIONED TO BUSINESS AS USUAL
 ■ PROGRESSING/PLANNED PROGRESSION ON PROJECT ■ CHANGED ■ NOT YET INITIATED



A TRUSTING AND LEADING ORGANISATION

PERFORMANCE HIGHLIGHTS 2023–2024

People and Culture

Throughout 2023–2024, the People and Culture Branch made significant progress in enhancing its capabilities, fostering a culture of feedback and supporting psychological safety. Key initiatives included improved governance measures for new hires and internal movements, supporting a trusted and leading organisation. The Employee Experience survey had a 77 per cent participation rate, with adjustments to pay day and timecard deadlines a direct outcome of the employee feedback. An employee retention and turnover dashboard will drive initiatives which improve retention and foster a supportive work environment.

Continued focus on a physically and psychologically safe workplace saw the implementation of the Workplace Respect Program, Stop for Safety, delivery of iHealth safety and wellbeing events, and coordination of Mental Health First Aid Officers.

In addition, council focussed on leadership development through the Inspiring Leaders Program delivering impactful organisational outcomes through behaviours which are aligned to council's values. This program is further complemented through the delivery of 27 Team Effectiveness sessions, Managing@ICC Program with 80 employees completing the full program, and cultural awareness training to lay the foundations for building cultural awareness of our First Nations peoples.

An annual calendar of thirteen days of significance supports efforts toward diversity, equity and inclusion, with the Indigenous Employment Network developed to assist in the recruitment, development, progression and retention of First Nations candidates and employees of council. These initiatives collectively aim to create a trusted, inclusive and supportive work environment, reflecting council's commitment of its vision and values for improving employee experience.





Latest technology lights up Ipswich Art Gallery

Ipswich Art Gallery has completed a lighting replacement of more than 600 lights, using the latest energy efficient LED technology. These upgrades have resulted in reduced energy consumption by over 10,000kWh equivalent to 7 tonnes CO₂ per month. This joint initiative between the gallery and sustainability teams have contributed to best practice lighting for care and presentation of artworks.



Voluntary Home Buy Back Program

The voluntary home buy-back program is part of the \$741 million Resilient Home Fund (RHF), jointly funded by the Australian and Queensland Governments following the catastrophic 2021–2022 rainfall and flooding events. Eligible properties were those that were the most severely impacted and at the greatest risk of future flooding.

Ipswich is leading the way, with over 163 properties brought back under the program so far, including homes in Goodna, Bundamba and North Booval. This enables more than 500,000 square meters of additional green space for the community, which is the equivalent of 70 soccer fields that will no longer be zoned for homes and importantly future-proofs our communities against flooding and natural disasters.





A TRUSTING AND LEADING ORGANISATION

OPERATIONAL PLAN DELIVERABLES

The A Trusted and Leading Organisation theme has seven deliverables (catalyst and operational) listed for completion over the five-year period. As of 30 June 2024, two have been completed, four are on track – continuing as multiyear projects, and one that needs attention.

PROJECT TYPE	DELIVERABLE	PROJECT STATUS	BUDGET STATUS
Catalyst	Implementation of the People and Culture Strategy*	🟢	●
Operational	Implementation of the Effective Asset Management Project	🟢	⬆️
Catalyst	iVolve: Finalise the review of council's current business system capabilities and processes, delivering a plan that ensures our digital capability across council is secure, integrated and enables us to service our community effectively and efficiently; Implementation of the Financial, Procurement and Asset Management solutions*	●	●
Operational	Implementation of the Information Security Management Systems Framework	🟢	●
Operational	Optimisation of the ICT Cloud and Disaster Recovery Initiative	●	●
Catalyst	Implementation of the Customer Experience Program*	🟢	●
Operational	Delivery of council's capital program for 2023–2024 (includes flood recovery)	●	●

DELIVERABLES STATUS KEY

🟢 ON TRACK 🟢 ON TRACK – CONTINUING ● NEEDS ATTENTION ● OTHER* ● COMPLETE

BUDGET STATUS KEY

🟢 ON TRACK ⬆️ UNDER ⬆️ OVER ● OTHER* ● NO BUDGET ALLOCATED ● PROJECT COMPLETE

CATALYST PROJECTS

The A Trusted and Leading Organisation theme has seven catalyst projects listed for completion over the five-year period. As of 30 June 2024, one has been completed, one is progressing as multiyear projects, and five are ongoing and have transitioned to business as usual through internal process improvements.

IFUTURE CORPORATE PLAN CATALYST PROJECT	STATUS	PROGRESS	EXPECTED COMPLETION				
			2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Continue to lead the way with the Transparency and Integrity Hub as the first council in Australia to launch an online portal dedicated to transparency and integrity for financial and non-financial data and reporting.	■	Ongoing	■	■	■	■	■
Provide more opportunities for our elected representatives to interact with community members.	■	Ongoing	■	■	■	■	■
People and Culture Strategy implementation to develop an empowered, connected, resilient workforce and culture that supports us to perform at our best.	■	Ongoing	■	■	■	■	■
Develop new funding models to better meet the demands of our rapid growth across the Local Government Area.	■	Ongoing	■	■	■	■	■
Open Data initiative to publish more information in a meaningful way that is of value to the community and council.	■	Ongoing	■	■	■	■	■
Customer Experience Strategy and implementation plan to make life easier for our customers by having the best possible experience when using or looking for information about our services and dealing with us.	■	100%	■	■			
Delivery of the iVolve project to implement council's technology solution for the future, to drive better value for money, more integrated service delivery and improved customer experience.	■	30%	■	■	■	■	■

DELIVERABLES STATUS KEY

■ PROJECT COMPLETED ■ ONGOING/TRANSITIONED TO BUSINESS AS USUAL
 ■ PROGRESSING/PLANNED PROGRESSION ON PROJECT ■ CHANGED ■ NOT YET INITIATED



LEGISLATED INFORMATION



COMMITTEE STRUCTURE AND MEMBERSHIP

Council conducts its business at meetings that are open to public attendance and live streamed. Council's standing committees consider a range of issues and make recommendations to meetings of full council. Council's committee structure as at 30 June 2024 can be found below.

Please note information on Audit and Risk Management Committee can be found on [page 67](#).

Councillor Nicole Jonic resigned from Chair and member of EIDC, Deputy Chair and member of ICRC and member of G&T and CCAS. She remained a member of GIW and Council. This was resolved at the Council Ordinary Meeting of 27 July 2023.

GROWTH INFRASTRUCTURE AND WASTE COMMITTEE

Councillor Ordinary Meeting of 27 October 2022 – Delegation of Power to the committee to make decisions under the *Planning Act 2016*

Councillor Ordinary Meeting of 23 January 2023 – Delegation of Power to the committee to also make decisions under the *Economic Development Act 2012*

MEMBERSHIP	All Councillors
	Councillor Teresa Harding (Mayor and Chairperson)
	Councillor Paul Tully (Deputy Chairperson)

GOVERNANCE AND TRANSPARENCY COMMITTEE

MEMBERSHIP	Councillor Jacob Madsen (Chairperson)
	Councillor Russell Milligan (Deputy Chairperson and Deputy Mayor)
	Councillor Teresa Harding (Mayor)
	Councillor Nicole Jonic (July only)
	Councillor Marnie Doyle
	Councillor Kate Kunzelmann

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE

MEMBERSHIP	Councillor Andrew Fechner (Chairperson)
	Councillor Kate Kunzelmann (Deputy Chairperson)
	Councillor Teresa Harding (Mayor)
	Councillor Nicole Jonic (July only)
	Councillor Jacob Madsen
	Councillor Sheila Ireland (appointed at Council Ordinary Meeting of 8 December 2022)
	Councillor Marnie Doyle (appointed at Council Ordinary Meeting of 8 December 2022)

ECONOMIC AND INDUSTRY DEVELOPMENT COMMITTEE

MEMBERSHIP	Councillor Nicole Jonic (Chairperson) (July only)
	Councillor Jacob Madsen (Deputy Chairperson)
	Councillor Teresa Harding (Mayor)
	Councillor Andrew Fechner
	Councillor Kate Kunzelmann
	Councillor Marnie Doyle (appointed at Council Ordinary Meeting of 8 December 2022)

ENVIRONMENT AND SUSTAINABILITY COMMITTEE

MEMBERSHIP	Councillor Russell Milligan (Chairperson and Deputy Mayor)
	Councillor Andrew Fechner (Deputy Chairperson)
	Councillor Teresa Harding (Mayor)
	Councillor Jacob Madsen
	Councillor Kate Kunzelmann

IPSWICH CENTRAL REDEVELOPMENT COMMITTEE*

MEMBERSHIP	Councillor Marnie Doyle (Chairperson)
	Councillor Nicole Jonic (Deputy Chairperson) (July only)
	Councillor Teresa Harding (Mayor)
	Councillor Kate Kunzelmann
	Councillor Russell Milligan (Deputy Mayor)

AUDIT AND RISK MANAGEMENT COMMITTEE

MEMBERSHIP	Councillor Marnie Doyle
	Councillor Kate Kunzelmann

Council's Standing Committee Structure for the new term was resolved at the Council Ordinary Meeting of 23 May 2024.

INFRASTRUCTURE, PLANNING AND ASSETS COMMITTEE		
MEMBERSHIP	Councillor Andrew Antonioli (Chairperson) Councillor Paul Tully (Deputy Chairperson) Councillor Teresa Harding (Mayor)	Councillor Nicole Jonic (Deputy Mayor) Councillor David Cullen Councillor Jim Madden
FINANCE AND GOVERNANCE COMMITTEE		
MEMBERSHIP	Councillor Paul Tully (Chairperson) Councillor Jacob Madsen (Deputy Chairperson) Councillor Teresa Harding (Mayor)	Councillor Nicole Jonic (Deputy Mayor) Councillor Andrew Antonioli
REGULATION ADVISORY COMMITTEE		
<i>(Reporting to the Finance and Governance Committee)</i>		
COMMUNITY AND SPORT COMMITTEE		
MEMBERSHIP	Councillor Jacob Madsen (Chairperson) Councillor Pye Augustine (Deputy Chairperson) Councillor Teresa Harding (Mayor)	Councillor Nicole Jonic (Deputy Mayor) Councillor Andrew Antonioli Councillor Jim Madden
ECONOMIC AND CULTURAL DEVELOPMENT COMMITTEE		
MEMBERSHIP	Councillor Pye Augustine (Chairperson) Councillor David Cullen (Deputy Chairperson) Councillor Teresa Harding (Mayor)	Councillor Nicole Jonic (Deputy Mayor) Councillor Andrew Antonioli
ADVOCACY ADVISORY COMMITTEE		
<i>(Reporting to the Economic and Cultural Development Committee)</i>		
ENVIRONMENT AND SUSTAINABILITY COMMITTEE		
MEMBERSHIP	Councillor Jim Madden (Chairperson) Councillor Andrew Antonioli (Deputy Chairperson) Councillor Teresa Harding (Mayor)	Councillor Nicole Jonic (Deputy Mayor) Councillor Pye Augustine Councillor Jacob Madsen
AUDIT AND RISK MANAGEMENT COMMITTEE		
MEMBERSHIP	Councillor Andrew Antonioli Councillor Nicole Jonic (Deputy Mayor)	

Membership of the Advisory Committees was determined at the Council Ordinary Meeting of 20 June 2024.

ADVOCACY ADVISORY COMMITTEE		
<i>(Reporting to the Economic and Cultural Development Committee)</i>		
MEMBERSHIP	Councillor Teresa Harding (Mayor and Chairperson) Councillor Marnie Doyle (Deputy Chairperson) Councillor Pye Augustine	Councillor David Cullen Councillor Jim Madden
REGULATION ADVISORY COMMITTEE		
<i>(Reporting to the Finance and Governance Committee)</i>		
MEMBERSHIP	Councillor Paul Tully (Chairperson) Councillor Jim Madden (Deputy Chairperson)	Councillor Marnie Doyle Councillor Andrew Antonioli

At the Council Ordinary Meeting of 20 June 2024, Councillor Jim Madden was appointed as a member of the Finance and Governance Committee (no meetings of the Finance and Governance Committee with Councillor Madden as a member occurred during the 2023–2024 financial year).

COUNCILLOR MEETING ATTENDANCE

Section 186 of the *Local Government Regulation 2012* requires a local government's annual report to contain details on the number of local government meetings that each councillor attended during the financial year. All councillors are required to attend Ordinary and Special meetings. Councillors are not required to attend committees they are not a member of.

COMMITTEE ACRONYM AND NAME			
ICRC	Ipswich Central Redevelopment Committee*	SCM	Special Council Meeting
ARMC	Audit and Risk Management Committee	SICRC	Special Ipswich Central Redevelopment Committee
SARMC	Special Audit and Risk Management Committee	CSC	Community and Sport Committee
CCASC	Community, Culture, Arts and Sport Committee	ECDC	Economic and Cultural Development Committee
EIDC	Economic and Industry Development Committee	SECDC	Special Economic and Cultural Development Committee
ESC	Environment and Sustainability Committee	ESC	Environment and Sustainability Committee
GTC	Governance and Transparency Committee	FGC	Finance and Governance Committee
GIWC	Growth Infrastructure and Waste Committee	IPAC	Infrastructure, Planning and Assets Committee
COM	Council Ordinary Meeting		

■ Indicates Committee membership

COMMITTEE AND COUNCIL MEETINGS 2023-2024										
Committee Membership July 2023 – March 2024	ICRC	ARMC	CCASC	EIDC	ESC	SICRC	GTC	GIWC	COM	TOTAL
Number of Meetings	8	4	8	8	8	2	8	8	9	63
Mayor Harding	8	1	8	8	8	2	8	8	9	60
Cr Ireland			8			1	1	8	8	26
Cr Madsen			7	6	6		7	7	9	42
Cr Jonic	1*		0*	0*		1	0*	7	9	17
Cr Tully	1							8	9	18
Cr Doyle	8	3	8	8	1	2	8	8	9	55
Cr Fechner			8	8	8			8	9	41
Cr Kunzelmann	8	4	8	8	8	2	8	8	8	62
Cr Milligan	8			2	8	2	8	8	9	45

Councillor Nicole Jonic resigned from Chair and member of EIDC, from Deputy Chair and member of ICRC and member of G&T and CCAS Committee at the 13 July 2023 committee meetings with a report to the Council Ordinary Meeting of 27 July 2023.

Committee and Council Meetings 2024											
Committee Membership April 2024 – June 2024	SICRC	ARMC	CSC	ECDC	SECD	ESC	FGC	IPAC	COM	SCM	TOTAL
Number of Meetings	1	1	1	1	1	1	1	1	2	2	12
Mayor Harding	1		1	1	1	1	1	1	2	2	11
Cr Madsen			1		1	1	1		2	1	7
Cr Augustine	1		1	1	1	1	1	1	2	2	11
Cr Jonic	1	1	1	1	0	0	1	1	1	2	9
Cr Tully	1				1		1	1	2	2	8
Cr Doyle	1			1	1		1	1	2	2	9
Cr Antonioli	1	1	1	1	1	1	1	1	2	2	12
Cr Cullen	1		1	1	1	1	1	1	2	2	11
Cr Madden	1		1		1	1	1	1	2	2	10

Council Post Election Meeting held on 11 April 2024 for new term of Council.

The below table indicates where those attending a meeting attended via audio-link.

ATTENDANCE VIA AUDIO-LINK	
COUNCIL ORDINARY MEETING	27 July 2023 (Cr Jonic) 14 September 2023 (Cr Jonic) 12 October 2023 (Special Meeting) – (Cr Jonic) 12 October 2023 (Special Meeting) – (Cr Tully) 12 October 2023 (Special Meeting) – (Cr Ireland) 27 June 2024 (Cr Jonic) 27 June 2024 (Cr Harding – Mayor)
GROWTH INFRASTRUCTURE AND WASTE COMMITTEE	10 August 2023 (Cr Jonic) 9 November 2023 (Cr Jonic) 1 February 2024 (Cr Tully) 22 February 2024 (Cr Jonic) 22 February 2024 (Cr Tully)
AUDIT AND RISK MANAGEMENT COMMITTEE (MEETING HELD VIRTUALLY)	4 October 2023 (Cr Kunzelmann) 4 October 2023 (Cr Doyle)

COUNCILLOR REMUNERATION

In accordance with section 186 of the *Local Government Regulation 2012*, the following table details the total remuneration including superannuation contributions, paid to each Councillor during the 2023–2024 financial year:

COUNCILLOR	DIVISION	REMUNERATION	SUPERANNUATION CONTRIBUTION	TOTAL REMUNERATION
Teresa Harding	Mayor	\$218,549	\$26,226	\$244,775
Pye Augustine (commenced 29 March 2024)	Division 1	\$31,716	\$3,489	\$35,204
Jacob Madsen	Division 1	\$131,145	\$15,737	\$146,883
Sheila Ireland (finished 28 March 2024)	Division 1	\$99,845	\$11,981	\$111,827
Nicole Jonic*	Division 2	\$134,694	\$16,163	\$150,858
Paul Tully	Division 2	\$131,128	\$15,735	\$146,864
Andrew Antonioli (commenced 29 March 2024)	Division 3	\$31,716	\$3,489	\$35,204
Marnie Doyle	Division 3	\$131,128	\$15,735	\$146,864
Andrew Fechner (finished 28 March 2024)	Division 3	\$99,845	\$11,981	\$111,827
David Cullen (commenced 29 March 2024)	Division 4	\$31,716	\$3,489	\$35,204
Jim Madden (commenced 29 March 2024)	Division 4	\$31,716	\$3,489	\$35,204
Kate Kunzelmann (finished 28 March 2024)	Division 4	\$99,845	\$11,981	\$111,827
Russell Milligan** (finished 28 March 2024)	Division 4	\$113,160	\$13,579	\$126,739

* Council Resolved to appoint Cr Nicole Jonic as Deputy Mayor at the Council Ordinary Meeting held 11 April 2024.

** Council resolved to appoint Cr Russell Milligan as Deputy Mayor at the Council Ordinary Meeting held 27 April 2023 that completed following the 2024 election.

COUNCILLOR EXPENSES

Section 186 of the *Local Government Regulation 2012* states that a local government's annual report must include the expenses incurred by, and the facilities provided to, each councillor during the financial year under the local government's expenses reimbursement policy.

During the 2023–2024 financial year, councillors were provided with facilities and equipment, and reimbursed for costs incurred for legitimate business expenses as well as the costs of representing the city in their elected role.

Any equipment, facilities or reimbursements were provided in accordance with the **Councillor Expenses Reimbursement and Administrative Support Policy**.

COUNCILLOR	EXPENSES AND REIMBURSEMENTS	TRANSPORTATION ALLOWANCE	TOTAL (\$)
Teresa Harding	\$21,269	\$22,500	\$43,769
Pye Augustine	\$2,359	\$4,650	\$7,009
Jacob Madsen	\$2,268	\$19,500	\$21,768
Sheila Ireland [#]	\$5,019	\$14,805	\$19,869
Nicole Jonic [*]	\$3,817	\$19,500	\$23,317
Paul Tully	\$3,885	\$19,500	\$23,385
Andrew Antonioli	\$2,055	\$4,650	\$6,705
Marnie Doyle	\$12,818	\$19,500	\$32,318
Andrew Fechner [#]	\$8,355	\$7,425	\$15,780
David Cullen	\$1,286	\$4,650	\$5,936
Jim Madden	\$1,734	\$4,650	\$6,384
Kate Kunzelmann [#]	\$5,719	\$14,850	\$20,569
Russell Milligan ^{***}	\$9,608	\$14,850	\$24,458

[#] Outgoing Councillors completed their term on Thursday 28 March 2024.

^{*} Council Resolved to appoint Cr Nicole Jonic as Deputy Mayor at the Council Ordinary Meeting held 11 April 2024.

^{**} Council resolved to appoint Cr Russell Milligan as Deputy Mayor at the Council Ordinary Meeting held 27 April 2023 that completed following the 2024 election.

Additional organisational costs of \$55,665.77 primarily for professional development, insurance and Councillor community engagement activities that are not directly attributed to an individual were also incurred during this period. Following the 2024 elections, there were several one-off costs for the onboarding of new councillors including the swearing in ceremony and induction training.

Council considers that some facilities are necessary for councillors to undertake their role as a local government councillor. Those provided by council include:

- office accommodation at 1 Nicholas Street
- access to other council owned facilities for meetings
- administrative support
- reasonable call and data costs associated with council smart phones.

VIEW: Councillor Expenses Reimbursement and Administrative Support Policy

Transactional details of councillor expenses can be viewed on the [Transparency and Integrity Hub](#).

COUNCILLOR CONDUCT DISCLOSURES

Section 186 of the *Local Government Regulation 2012* states that a local government must include particulars of complaints associated with councillor conduct as detailed below:

COUNCILLOR CONDUCT DISCLOSURES

In relation to councillors, the annual report must contain:

REQUIREMENT	REPORT	REFERENCE
<ul style="list-style-type: none"> The total number of the following during the financial year 		
a) orders made under section 150I(2) of the LGA	0	LGR s186(d)(i)
b) orders made under section 150IA(2)(b) of the LGA	0	LGR s186(d)(ii)
c) orders made under section 150AH(1) of the LGA	0	LGR s186(d)(iii)
d) decisions, orders, and recommendations made under section 150AR(1) of the LGA	0	LGR s186(d)(iv)
<ul style="list-style-type: none"> Each of the following during the financial year 		
a) The name of each councillor for whom a decision, order or recommendation under section 150I(2), 150IA(2)(b), 150AH(1) or 150 AR(1) of the LGA was made	-	LGR s186 (e)(i)
b) A description of the unsuitable meeting conduct, inappropriate conduct or misconduct engaged in by each of the councillors	-	LGR s186 (e)(ii)
c) A summary of the decision, order or recommendation made for each councillor	-	LGR s186 (e)(iii)

For councillors, the annual report must also contain the number of each of the following during the financial year:

REQUIREMENT	REPORT	REFERENCE
<ul style="list-style-type: none"> Complaints referred to the assessor under section 150P(2)(a) of the LGA by the local government, a councillor of the local government or the chief executive officer of the local government 	6	LGR s186 (1) (f) (i)
<ul style="list-style-type: none"> Matters, mentioned in section 150P(3) of the LGA, notified to the Crime and Corruption Commission 	0	LGR s186 (1) (f) (ii)
<ul style="list-style-type: none"> Notices given under section 150R(2) of the LGA 	1	LGR s186 (1) (f) (iii)
<ul style="list-style-type: none"> Notices given under section 150S(2)(a) of the LGA 	0	LGR s186 (1) (f) (iv)
<ul style="list-style-type: none"> occasions information was given under section 150AF(3)(a) of the LGA 	0	LGR s186 (1) (f) (v)
<ul style="list-style-type: none"> occasions the local government asked another entity to investigate, under chapter 5A, part 3, division 5 of the LGA for the local government, the suspected conduct breach of a councillor 	0	LGR s186 (1) (f) (vi)
<ul style="list-style-type: none"> applications heard by the conduct tribunal under chapter 5A, part 3, division 6 of the Act about whether a councillor engaged in misconduct or a conduct breach 	1	LGR s186 (1) (f) (vii)
<ul style="list-style-type: none"> the total number of referral notices given to the local government under section 150AC(1) of the LGA during the financial year 	0	LGR s186(1)(g)
<ul style="list-style-type: none"> (h) for suspected conduct breaches the subject of a referral notice mentioned in paragraph (g)— <ul style="list-style-type: none"> (i) the total number of suspected conduct breaches; and (ii) the total number of suspected conduct breaches for which an investigation was not started or was discontinued under section 150AEA of the Act 	0	LGR s186(1)(h)
<ul style="list-style-type: none"> the number of decisions made by the local government under section 150AG(1) of the LGA during the financial year 	0	LGR s186(1)(i)
<ul style="list-style-type: none"> the number of matters not decided by the end of the financial year under section 150AG(1) of the LGA 	0	LGR s186(1)(j)
<ul style="list-style-type: none"> the average time taken by the local government in making a decision under section 150AG(1) of the LGA 	N/A	LGR s186(1)(k)

SENIOR MANAGEMENT REMUNERATION

Section 201 of the *Local Government Act 2009* requires that a local government's annual report state the total remuneration packages payable to the senior management of the local government and the number of employees in senior management who are being paid in each band of remuneration.

The exact total remuneration package for the Chief Executive Officer is provided for information which is above the minimum legislative requirement for annual reporting. Total remuneration package includes base salary, superannuation, annual leave loading and vehicle allowance.

Council's Executive Leadership Team (ELT), which consists of the Chief Executive Officer and five departmental General Managers, provide oversight of the strategic, tactical, and operational planning and activities of the local government. The ELT members are engaged on fixed term contracts.

As at 30 June 2024, the following senior management contract packages were paid:

- two senior contract employee with a total remuneration package in the range of \$200,000–\$299,999
- three senior contract employees with a total remuneration package in the range of \$300,000–\$399,999
- one Chief Executive Officer with a total remuneration package of \$505,026.

The total of the remuneration packages payable to council's senior management as at 30 June 2024 equated to \$2,298,531.

OVERSEAS TRAVEL

Section 188 of the *Local Government Regulation 2012* requires that a local government's annual report contain information on overseas travel by councillors or local government employees in the financial year including their name, position held, and details of the destination, purpose and cost.

During the 2023–2024 financial year there was no overseas travel taken by councillors or local government employees.

ADMINISTRATIVE ACTION COMPLAINTS

Section 268 of the *Local Government Act 2009* (the Act) states an Administrative Action Complaint is a complaint that –

- (a) is about an administrative action of a local government, including the following, for example:
 - a decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision
 - an act, or a failure to do an act
 - the formulation of a proposal or intention
 - the making of a recommendation
 - is made by an affected person.

Council's complaints management process

Council is committed to recognising the importance and value of listening and responding to complaints from its customers and staff and acknowledges that it should be open and accountable for the decisions it makes.

In accordance with its obligations under the Act, council recognises the need for an open and responsive Complaints Management System (CMS). A CMS provides the council with an enhanced ability to resolve complaints, identify trends and eliminate causes for complaints, as well as providing complainants with a simple and effective process, which in turn will improve customer satisfaction.

To ensure that Administrative Action Complaints are dealt with in a confidential, efficient, effective, fair, transparent, and economical manner, council's CMS has:

- a Complaints Management Framework (the framework), policy and procedure publicly available on council's website, which guides complaint handling staff to effectively manage complaint matters
- a specialised Complaints Management Team (CMT) as the centralised intake point of complaint matters
- complaints managed by complaints handling specialists in the CMT and reviewed by Complaints Management team lead where necessary
- competent staff trained in 'complaints and conflict management' and 'dealing with difficult people'.

Information on the CMS and how to lodge a complaint are publicly available on the council's website or by contacting the CMT directly at cmt@ipswich.qld.gov.au

Council seeks to be known as 'complaints friendly' and ensures that the public, customers, clients, and staff can readily find out:

- where to complain
- how to complain
- what information is required
- what assistance is required
- how complaints will be managed
- where policies and procedures are located.

Council recognises the importance of providing satisfactory resolutions to complaints, so complainants are afforded three internal reviews by the council before being advised to escalate to the relevant external authority.

Reporting on complaints data is a valuable tool in learning from customer feedback to drive improvements in service delivery. To assist with accurate reporting, the CMT categorise complaints in the following ways:

- **GC** – General Complaint which represents a STAGE 1 review by the CMT. This is an Administrative Action Complaint categorised this way for reporting purposes
- **AA** – Administrative Action Complaint which represents a STAGE 2 review by the CMT
- **IR** – Internal Review which represents a STAGE 3 review by the Complaints Management Team Leader
- **SC** – Staff Complaint, which represents a Staff Behaviour Complaint
- **PC** – Privacy Complaint, which represents a complaint on a privacy breach by council
- **HR** – Human Rights Complaint – which represents a complaint on council impacting on an individual's human rights
- **OMB** – Which represents the Queensland Ombudsman's Office reviewing a matter that has been closed by the council after exhausting all review stages

- **UCC** – The management of unreasonable customer conduct (generally by implementing communication plans to promote positive engagement).

While council acknowledges its reporting obligations under section 187 of the *Local Government Regulation 2012* it seeks to be transparent in providing data on all matters received and processed.

The following table depicts figures on all feedback matters received by the CMT during the 2023–2024 period:

CUSTOMER FEEDBACK RECEIVED 2023–2024	TOTAL
Number of all feedback matters received	469
Administrative Action Complaints received	210
Number of Privacy Complaints Received and Resolved	3
Number of Compliments Received and Acknowledged	19
Number of Enquiries Received and Resolved	186
Number of Suggestions Received and Acknowledged	43
Unreasonable Customer Conduct Plans implemented	1
Unreasonable Customer Conduct Warnings issued	7

To improve the customer experience for lodging feedback with council, changes were made to council's website in the previous reporting period. The existing Customer Feedback Information page was updated and a new customer feedback form was created. Whereas the previous form only captured complaints, the new form now captures complaints, compliments, suggestions and enquiries.

This reporting period saw another significant increase in customer enquiries to the CMT (up from 61 last financial year) which continues to demonstrate that council customers are successfully engaging in self-service on the website and are utilising the new customer feedback form to engage with council.

The following table depicts figures on administrative action complaint matters received during the 2023–2024 period in accordance with section 187 (a)–(b) in the *Local Government Regulation 2012*:

ADMINISTRATIVE ACTION COMPLAINTS RECEIVED 2023–2024	TOTAL
Number of Administrative Action Complaints resolved at Stage 1	210
Number of Administrative Action Complaints escalated to and resolved at Stage 2	0/0
Number of Administrative Action Complaints escalated to and resolved at Stage 3	0/0
Number of matters reviewed by the Office of the Queensland Ombudsman	1
Number of Unresolved Administrative Action Complaints carried over from 2022–2023 and resolved in 2023–2024 (11 at Stage 1, 2 at Stage 3)	7

With no Administrative Action Complaint matters requiring a further internal review and one matter reviewed by the Queensland Ombudsman's Office during this reporting period, council has successfully demonstrated its continued commitment to ensuring best practice in effective complaints management.

The resolution and review rates clearly demonstrates council's commitment to effectively dealing with not

just Administrative Action Complaints, but all feedback received, and speaks to the efficacy of council's CMS.

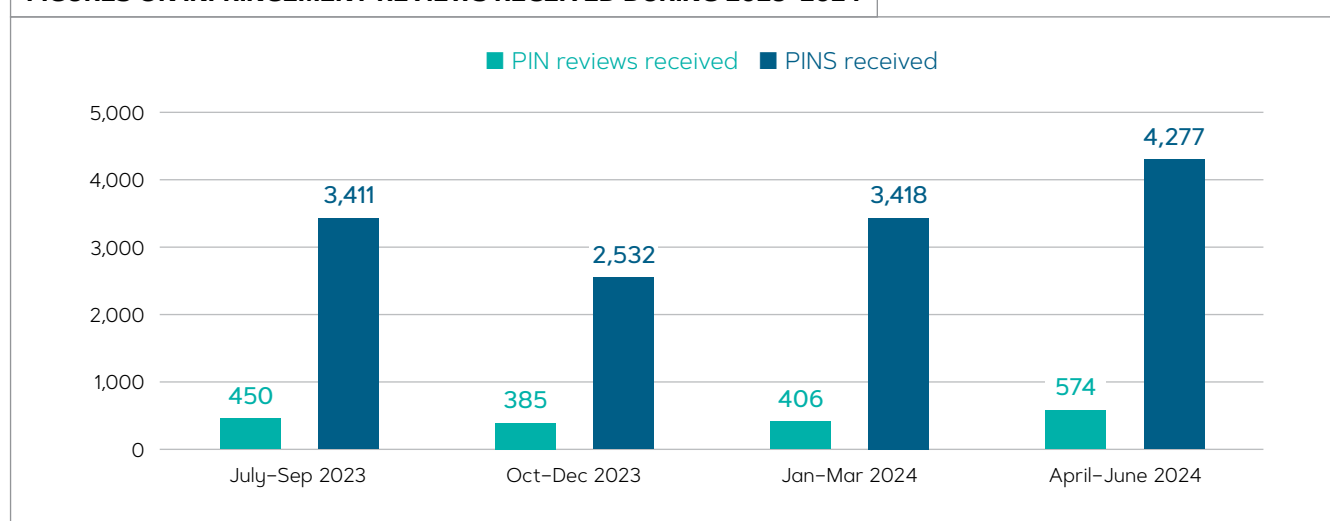
All complaint management documents are subject to regular review by the Governance Section to ensure legislative compliance and that council's business processes provide for a satisfactory resolution outcome.

This has been provided in accordance with section 187 (1) (a)–(b) of the *Local Government Regulation 2012*.

Penalty Infringement Notice reviews

The CMT also processes requested reviews on council-issued Penalty Infringement Notices (PINs). These reviews are not a legislative requirement, rather are a considered service, and are subject to one internal review by the CMT. If the customer remains dissatisfied with that review decision, they can seek a hearing in the Magistrates Court.

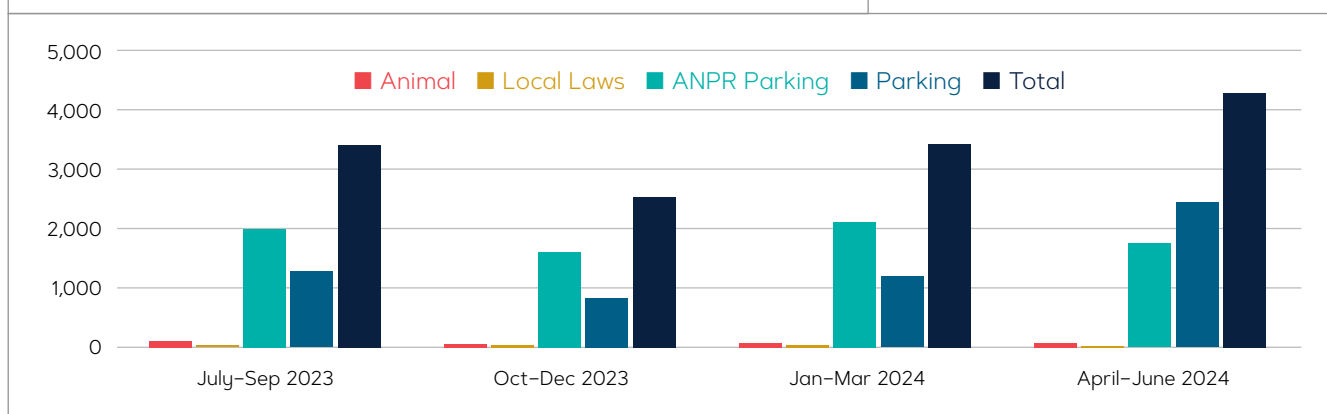
FIGURES ON INFRINGEMENT REVIEWS RECEIVED DURING 2023–2024



Rate of how many PINs were reviewed over the total number of PINs issued:

PIN INFORMATION	JULY-SEP 2023	OCT-DEC 2023	JAN-MAR 2024	APRIL-JUNE 2024
PINs reviewed	450	385	406	574
PINs issued	3,411	2,532	3,418	4,277
REVIEW RATE	13.19%	15.20%	11.87%	13.42%

BREAKDOWN OF INFRINGEMENT TYPES ISSUED DURING 2023–2024



Breakdown of infringement types issued during the reporting period:

TYPE OF PIN ISSUED	JULY–SEP 2023	OCT–DEC 2023	JAN–MAR 2024	APRIL–JUNE 2024
Animal	111	62	69	73
Local Laws	33	34	45	22
ANPR Parking	1988	1600	2113	1746
Parking	1279	836	1191	2436
TOTAL	3411	2532	3418	4277

The data on PINs reviewed is based on requests received during those time periods.

Right to Information and Information Privacy Applications

The Governance Services Team processes Right to Information (RTI) and Information Privacy (IP) Applications. All RTI applications were processed under legislative requirements, council policy, and procedures.

- **Section 8(d) RTI Regulation** – Number of pages included in a disclosure log under Section 78 of the *Right to Information Act 2009* total number of pages – 778 pages.
- **Section 8(j) RTI Regulation** – Amount of fees and charges received under the *Right to Information Act 2009* – \$3,074.80.

The below table provides details of the management of all RTI and IP Applications for the period.

NUMBER OF APPLICATIONS RECEIVED	RECEIVED	NO. WITHDRAWN	FINALISED 30 JUNE 2023
Access under the RTI Act	43	5	37
Access under the IP Act	2	0	2

During the reporting period 109 external legislative requests for information were received and responded to.

Council also managed and resolved 6 privacy breaches under the *Information Privacy Act 2009*.

PUBLIC SECTOR ETHICS DISCLOSURES

Pursuant to the provisions of the *Public Sector Ethics Act 1994* (PSEA) which are applicable to local governments, council is required to have developed and implemented a code of conduct based on the following four ethics principles and values:

- integrity and impartiality
- promoting the public good
- commitment to the system of government
- accountability and transparency.

In addition to council's Code of Conduct, its policies, administrative directives and procedures are regularly reviewed to ensure compliance with the relevant legislation.

During the reporting year, council has adopted an updated Employee Code of Conduct which has been published on council's website and is readily available to all employees on council's intranet and also within its electronic document and records management system.

Council's Code of Conduct training has a two-year validity period which has resulted in 1,515 employees completing the training and having the desired level of currency. Within the past 12 months, 1,127 employees have completed the training either as part of council's induction sessions or in line with the two-year mandatory refresher training.

Council's Code of Conduct training aligns with the requirements of the PSEA by raising awareness of the following topics:

- Ethical Principles, Values and Conduct
- Understanding acceptable behaviours
- Identifying behaviours that are in breach of the Code
- Understanding legal requirements as an employee
- Gaining procedural knowledge of what actions to take in the event of a breach of the Code.

Other training modules undertaken that support the PSEA are:

- Recordkeeping and You
- Fraud and Corruption
- Right to Information and Information Privacy
- Risk Management Awareness.

PARTICULAR RESOLUTIONS

Section 185 of the *Local Government Regulation 2012* requires that local government's annual report include:

- a copy of the resolutions made during the financial year under s250(1) of the LGR (adoption of an expenses)
 - **Resolution C2024/04/101(FAGCC)**
A. That the revised Policy titled 'Councillor Expenses Reimbursement and Administrative Support Policy' as detailed in Attachment 1 be adopted, for commencement on 1 July 2024.
- a list of any resolutions made during the financial year under s206(2) of the LGR (threshold for non-current physical)
 - no resolutions were made under section 206(2) of the *Local Government Regulation 2012*.

LOCAL GOVERNMENT COOPERATION

Section 190 of the *Local Government Regulation 2012* requires that local government's annual report include details of any action taken for, and expenditure on, a service, facility, or activity:

- supplied by another local government under an agreement for conducting a joint government activity
- for which the local government levied special rates or charges for the financial year.

During the 2023–2024 financial year, no service, facility or activity was supplied by another local government for which a special rate or charge was levied.

REGISTERS AND RECORDS

Section 190 of the *Local Government Regulation 2012* states a local government's annual report must contain a list of registers kept by the local government.

Council meets these requirements by having the following:

- Local laws register
- Roads map and register
- Register of cost recovery fees
- Asset register
- Councillor conduct register
- Registers of interests of councillors, councillor advisors, chief executive officers and related persons
- Delegations register.

Note: While this list captures the statutory registers council must include in its annual report, it is not limited to all of the registers and records that council makes available to the public on its website.

More information

For more information about accessing documents in the List of Registers contact council on (07) 3810 6666 or email council@ipswich.qld.gov.au.

View: List of Registers

INTERNAL AUDIT OPERATIONS

Section 105 of the *Local Government Act 2009* indicates each local government must establish an efficient and effective internal audit function. Section 190 of the *Local Government Regulation 2012* also requires a local government's annual report to include a report on internal audit for the financial year.

The Internal Audit branch provides council with an independent, objective assurance and consulting activity designed to add value and improve the organisation's operations. It helps council accomplish its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes. Internal Audit also has the liaison role with the Crime and Corruption Commission (CCC) and where appropriate investigates and manages all corrupt conduct in-house.

Authority and independence

To preserve the independence and objectivity of Internal Audit, council's Internal Audit Charter provides that:

- all Internal Audit staff and service providers report to the Chief Audit Executive who reports functionally for operations to the Audit and Risk Management Committee through the Chair and, administratively to the Chief Executive Officer
- the Chief Audit Executive and Internal Audit staff are authorised to review all areas of council and to have full, free, and unrestricted access to all council's activities, records (both manual and electronic), property, and personnel. Council activities include entities over which council has direct management, sponsorship or financial control
- Internal Audit shall not be responsible for designing, installing or maintaining systems, procedures or controls, but will advise on these matters and provide assurance to management that completed systems will contribute to the achievement of the intended corporate objectives
- Internal Audit may have an observer/adviser status on steering committees, formed to coordinate financial/information systems design and implementation, at the discretion of the Chief Audit Executive
- it is the policy of council that all internal audit activities remain free of influence by any organisational elements. This includes such matters as scope of internal audit programs, the frequency and timing of examinations and the content of internal audit reports.

Internal Audit's approach and coverage

Council's annual Internal Audit Plan that includes the three-year Strategic Internal Audit Plan are developed on an integrated risk basis as opposed to conducting audits on a rotational basis. The audit plans are presented to the Audit and Risk Management Committee for consideration, approval and ultimately for adoption by council. The Chief Audit Executive has also updated the Integrated Risk Based Internal Audit Whitepaper that this approach is based on for the Institute of Internal Auditors (IIA) Australia.

Reporting

Internal Audit reports are provided to the Audit and Risk Management Committee for their consideration. Throughout the year, the Audit and Risk Management Committee monitors the implementation of recommendations suggested by Internal Audit and through External Audit as coordinated by the Queensland Audit Office.

Ethics and values

Internal Audit seeks to be influential in efforts to establish a culture that embraces ethics, honesty, and integrity within the organisation. Internal auditors are governed by the Definition of Internal Auditing, Code of Ethics, and the International Standards for the Professional Practice of Internal Auditing (Standards) that require council's internal auditors to perform engagements with proficiency and due professional care. The new Global Internal Audit Standards released 9 January 2024 will become effective on 9 January 2025.

Professional staff qualifications and experience

There is a strong focus on training, learning and professionalism due to Internal Audit's exposure to high risk, and complex problem areas. As at 30 June 2024, Internal Audit staff were well qualified and had relevant experience in internal auditing and investigations, as well as holding various professional affiliations and qualifications.

External quality assessment of Internal Audit Branch

Internal Audit currently satisfies the Institute of Internal Auditors' (IIA) requirement that external assessments should be conducted at least once every five years by a qualified, independent reviewer or review team from outside the organisation. An Independent Quality Assessment was completed in June 2021 by the IIA Australia. The IIA found the branch generally conforms to the Internal Audit Standards and classified it as Managed/Optimising. Internal Audit was rated to be optimising in 11 of 12 sections in the maturity model. A 78 per cent positive rating was achieved through a client survey and 94 per cent through a staff survey. The IIA found that the branch provided a high-level of service at a low-cost, per audit day, to council.

Client feedback result

At the completion of audit assignments, clients are asked for feedback and their assessment on the performance of each audit. The assessments for audits conducted during the 2023–2024 year achieved an average satisfaction rating of 88 per cent in meeting requirements.

The Chief Audit Executive was awarded a lifetime 'Bob McDonald Award' by the Institute of Internal Auditors (IIA) Australia in recognition of his outstanding service to the internal audit profession in Australia and the Chief Audit Executive and council's Ethical Standards Manager are presenting at conferences on lessons learnt.

Future challenges for the Internal Audit Branch

With the challenges council faces in establishing normality and expected growth in the region, coupled with the changes in council's systems, practices and procedures, Internal Audit is continuing to work to position itself as a trusted adviser in providing guidance to management and staff. The branch will continue to use an integrated risk-based approach by combining aspects of auditing while including or excluding aspects based on risk. The aim is to continue to re-invent the Internal Audit approach and find innovative ways to serve the organisation, such as through the increased use of information technology and assistance to council in dealing with relevant challenges.

Audits Completed and Status of the Audit Program

The result of the 2023–2024 Audit Program is detailed in the following table. The number of audits were reduced on request of management to be more focussed towards deeper dives and proactive involvement in projects.

AUDIT NAME	STATUS
Accounts Payable	In progress
Animal Management (Cats and Dogs)	Completed
Asset Management Project	Completed but ongoing
Data Management and Retention	In progress
Development Applications and Approval	Completed
Enterprise Resource Planning (ERP) Observation/Advice	Completed but ongoing
Enterprise Risk Management (ERM)	Completed
Grants received by Council and delivery of associated projects	In progress
Insurance Activities	Completed
iVolve Project	Completed but ongoing
Maintenance	Completed
Payroll	Completed
Rates	Completed
Security Cameras	Completed
Waste Collection	In progress

AUDIT AND RISK MANAGEMENT COMMITTEE

Section 105 of the *Local Government Act 2009* indicates each large local government must also establish an audit committee.

AUDIT AND RISK MANAGEMENT COMMITTEE (AS AT 30 JUNE 2024)

MEMBERSHIP

Deputy Mayor Nicole Jonic and Councillor Andrew Antonioli
External Members: Robert Jones (Chairperson), Martin Power and Dr Annette Quayle

Activity description	2022–2023	2023–2024
Audit and Risk Management Committee meetings held	5	5
Internal Audit recommendations reviewed and finalised	80	47
Internal Audit reports/tasks reviewed	15	11
External Audit recommendations reviewed and finalised	11	8
External Audit reports reviewed	4	2
Ad Hoc recommendations reviewed and finalised	6	10

BENEFICIAL ENTERPRISES

A beneficial enterprise is an enterprise that a local government considers benefits and/or can reasonably be expected to benefit the whole or part of its local government area.

In accordance with section 41 of the *Local Government Act 2009*, no beneficial enterprises were conducted by council during the 2023–2024 financial year.

Council previously resolved to wind up and deregister a number of its controlled entities. The status of each of the controlled entities are as follows:

Ipswich City Enterprises Pty Ltd – This entity had ceased trading and was wound up via a Members Voluntary Liquidation Process during the 2022–2023 financial year. Ipswich City Enterprises Pty Ltd was subject to deregistration on 2 July 2023.

Ipswich City Enterprises Investments Pty Ltd –

This entity was a subsidiary of Ipswich City Enterprises Pty Ltd. This entity had also ceased trading and was wound up via a Members Voluntary Liquidation Process during the 2022–2023 financial year, concluding with deregistration on 2 July 2023.

Greenovate Pty Ltd – This entity is a collaboration between Ipswich City Council, Redland City Council and Logan City Council. The primary objectives of the entity are to design, build, operate, maintain, manage and own a materials recycling facility to initially service the local government areas of the shareholding councils. The entity is yet to commence trading activity.

COMPETITIVE CONDUCT

Section 45 of the *Local Government Act 2009* requires a local government's annual report include a list of all business activities conducted during the financial year. Under section 33 of the *Local Government Regulation 2012*, if a local government applies the Code of Competitive Conduct to a business activity, council must apply the principles of competitive neutrality, for example by removing any competitive advantage or disadvantage.

In 2023–2024, council undertook the following business activities to which it applied the Code of Competitive Conduct:

- building certification
- roads and drainage.

In 2023–2024, the only significant business activity undertaken by council was Ipswich Waste Services which also applied the Code of Competitive Conduct. Ipswich Waste Services' cost framework is structured to ensure that the principles of competitive neutrality are met. No new significant business activities were undertaken during the 2023–2024 year. Pursuant to the requirements of section 190 of the *Local Government Regulation 2012*, council did not receive, nor did it make any decisions in relation to competitive neutrality complaints in the 2023–2024 financial year.

COMMERCIAL BUSINESS UNIT

Ipswich Waste Services Performance 2023–2024

Ipswich Waste Services was established as a commercial business unit of council in 1998 for the purpose of delivering high-level waste management services to its domestic and commercial customers in a cost-effective, efficient, timely and responsive manner through the application of commercial principles to service delivery.

Section 190 of the *Local Government Regulation 2012* requires that a local government's annual report include information on a commercial business unit's operation and financial performance and achievements against its annual performance plan.

Services

Ipswich Waste Services provided the following services and facilities during the 2023–2024 financial year:

- household general waste, green waste and recycling collection
- on-demand annual bulky items collection
- dead animal collection
- park bin collection
- street litter bin collection
- Riverview Recycling and Refuse Centre
- Rosewood Recycling and Refuse Centre
- household hazardous waste drop-off day
- industrial general waste collection
- industrial cardboard collection
- industrial commingled recycling collection
- skip bins
- roll-on roll-off bins

- stationary compactors
- confidential paper disposal
- workplace recycling program
- clinical waste collection
- liquid waste services.

Financial performance

The following table outlines the financial performance of Ipswich Waste Services for the 2023–2024 financial year:

YTD	FY24		
	ACTUAL (\$000')	BUDGET (\$000')	VARIANCE (\$000')
Operational revenue	60,461.4	58,792.0	1,669.4
Operational expenditure	51,136.7	51,340.2	203.5
Surplus/ deficit on expenditure	9,324.7	7,451.8	1,872.9
% Profit Margin	15.4%	12.7%	

Revenue

Revenue is 2.8% above budget estimate.

Expenses

Expenses are marginally below budget by 0.4%.

Volume of material recycled and disposed to landfill from domestic services

	2020–2021 (TONNES)	2021–2022 (TONNES)	2022–2023 (TONNES)	2023–2024 (TONNES)
Kerbside green waste to compost	6,172	9,665	8,496	10,052
Recycling and Refuse Centre green waste to compost	7,308*	8,720*	9,324*	10,588
Kerbside recycling	8,883	10,575	11,659	12,662
Recycling and Refuse Centre recycling	7,649*	4,363*	5,740*	11,645**
Kerbside waste to landfill	60,730	67,180	61,913	65,730
Recycling and Refuse Centre waste to landfill	25,796	29,879	37,690	34,171

* In prior fiscal years, domestic green waste taken to the Recycling Centre by residents was included with recycling tonnes taken to the Centre. This is now displayed separately to provide more granularity.

** This increase is due to multiple factors including, inter alia, clean soil accumulated at the Recycling Centres and then disposed of FY2023–2024; and a new annual bulky item collection service which recovers considerable amounts of recycled material.

The following details the changes to the 2023–2024 Annual Performance Plan, with no significant changes proposed.

Number of domestic service requests

2019–2020	2020–2021	2021–2022	2022–2023	2023–2024
18,585	20,477	25,004	24,346	24,769

Domestic service request by type

TYPE OF SERVICE	TOTAL	%
Cancel bin service	447	1.8%
Collection of dead animal	836	3.4%
Domestic – commence bin service	6,478	26.2%
Domestic – extra bin service/missed bin complaint	7,816	31.6%
Domestic – repair/replace bin	8,008	32.3%
Other waste requests (downsize bin, removal stray bin and upsize bin)	1,184	4.7%
TOTAL	24,769	100.0%

Number of Food Organic Garden Organic (FOGO) collection services

2019–2020	2020–2021	2021–2022	2022–2023	2023–2024
19,609	21,777	24,796	26,789	29,432

Household growth in Ipswich

2019–2020	2020–2021	2021–2022	2022–2023	2023–2024
81,580	83,526	87,367	89,741	92,560

Landfill Diversion – % Waste Diverted from Landfill at the Recycling and Refuse Centres

2019–2020	2020–2021	2021–2022	2022–2023	2023–2024
22.90%	36.70%	30.57%	25.4%	32.9%

Key performance indicators

INDICATOR	RESULT	STANDARD	TARGET
Waste Reduction			
Percent municipal solid waste reduction per capita (baselined against the 2020 results of 373kg)	389kg	90%	>90%
Resource Recovery – Be a good neighbour			
Percent municipal solid waste diverted from landfill – all sources	28.3%	>25%	>30% (55% by 2025)
Percent recycling (includes FOGO) material diverted from landfilling at the Recycling and Refuse Centres	32.9%	>25%	>35%
Percent of recycling material diverted from landfill by domestic collection services	24.3%	>15%	>20%
Percent of FOGO material diverted from landfill by domestic collection services	14.1%	>5%	>10%
Percent of commercial material diverted from landfill	8.3%	>5%	>10%

INDICATOR	RESULT	STANDARD	TARGET
Achieve Excellence in Customer Service			
Customer response to survey questions indicates customer satisfaction with council's waste and recycling services	79% during 2022–2023. (next survey due 2024–2025.)	>85%	>90%
Number of domestic kerbside bins repaired or replaced per 1,000 bins in service	5.60%	<7%	<5%
Number of domestic kerbside bin missed service complaints or extra services requested per 1,000 bins in service	5.62%	<5%	<4%
Promote a climate of action within the workforce			
LTISR – Lost time injury severity rate	5.2%	9%	7%
Work programs, traineeships, and internships to facilitate a diverse and representative workforce	1	1 entrant per year	3 entrants per year
Deliver efficient and effective operations			
New domestic general waste, recycling and FOGO service commencements actioned within five working days of notification	81.2%	>85%	>95%
Requests for bin replacement and repairs actioned within five working days of notification	62.6%	>85%	>95%
Missed and extra service requests completed within one day of notification	99.2%	>85%	>95%
Provide value to shareholders			
Net Profit Margin – calculated as net (Surplus) Deficit after tax/earnings *100	15.4%	12.7%	>budgeted net profit margin
Budget Performance – surplus on operations	\$9.32M	\$7.45M	>budgeted net surplus
Debtors Days Outstanding	24.6 days	<38 days	<28 days

Major highlights

Major highlights for Ipswich Waste Services in the 2023–2024 financial year included:

- **Household Hazardous Waste Day**
On Saturday 7 October 2023, council hosted its annual Free Household Hazardous Waste Day, providing an opportunity for the Ipswich community to safely dispose of hazardous waste materials at the Riverview Recycling and Refuse Centre, rather than this being unsafely included in landfill.
- **Food Organics Garden Organics (FOGO) (Strategy Pillar 1)**
Throughout the period council continued to expand its user-pays FOGO services, with steady growth outpacing normal household growth. Due to legislative changes and significant new licence conditions being placed on organics processors, the short-term financial sustainability of continuing to receive Food Organics meant council had to make the decision to revert to a Garden Organics only service. This change will commence early in the 2024–2025 fiscal period.

Council remains focused on expanding its current core collection services to include a garden organic service to all eligible Ipswich residents (Pillar 1 of the Resource Recovery Strategy) from July 2025.
- **Optimising Co-mingled Recycling (Strategy Pillar 2)**
Significant progress was made on the collaboration with Logan City Council and Redland City Council for a new Material Recovery Facility, with the signing of vendor contracts and State Government funding agreements in June 2024. Council recycling tonnage continues to grow steadily ahead of population growth, driven by education and engagement.
- **On-Demand Large Item Collection Service (Strategy Pillar 3)**
In the 2022–2023 period, council unanimously endorsed the delivery of the organisation's Resource Recovery Strategy, including the introduction of an on-demand collection service for bulky items. The new annual On-Demand Large Items Service was launched during February 2024 and has been very well received by the community. For the 2023–2024 fiscal year this service diverted 69% of products from bulky waste into recycling, thereby recovering valuable resources rather than it ending up in landfill.

▪ **Resource Recovery Infrastructure (Strategy Pillar 4)**

Pillar 4 of the Resource Recovery strategy targets the provision of fit-for-purpose Waste and Resource Recovery Infrastructure to meet the needs of Ipswich’s growing population.

To address the capacity required to meet anticipated resource recovery demands, various major initiatives have commenced. This included a complete rebuild and expansion of the bin bay system at the Rosewood Resource Recovery

Centre (opened in January 2024) and the near completion of a significant expansion of the Riverview Resource Recovery Centre recovery hardstand (to be completed August 2024).

Works and planning also continued throughout the period on future facilities including a finalised concept design for the proposed Southern Resource Recovery Centre including ongoing community engagement, as well as a future site for the proposed Western Resource Recovery Centre.

Community service obligations

In 2023–2024, Ipswich Waste Services provided the following community service obligations totalling \$170,941 to the Ipswich community.

IPSWICH WASTE SERVICES – COMMUNITY SERVICE OBLIGATIONS			
DESCRIPTION	2022–2023 (\$)	2023–2024 (\$)	COMMENTS
Waste services at Ipswich community events	34,704	49,512	The increase in waste services includes provision to community group events including not-for-profit organisations.
Schools recycling program	22,118	21,526	
Transfer station waste disposal charge exemptions	0	0	No exemptions applied for
Subsidised householder waste disposal at the Riverview and Rosewood Recycling and Refuse Centres	0	0	
Free recycling services to residents requesting additional kerbside recycling service volume	0	0	Service no longer offered
Provision of additional bin capacity for people who generate additional waste due to a medical condition	17,772	24,350	Dialysis patients
Management of emergency and disaster waste	0	0	No disaster waste received
Provision of infirm services	66,490	75,553	Number of services provided increased by 2,001 during FY23–24
Provision of fee exemption for charity and not-for-profit organisations	0	0	No organisations registered

CHANGES TO TENDERS

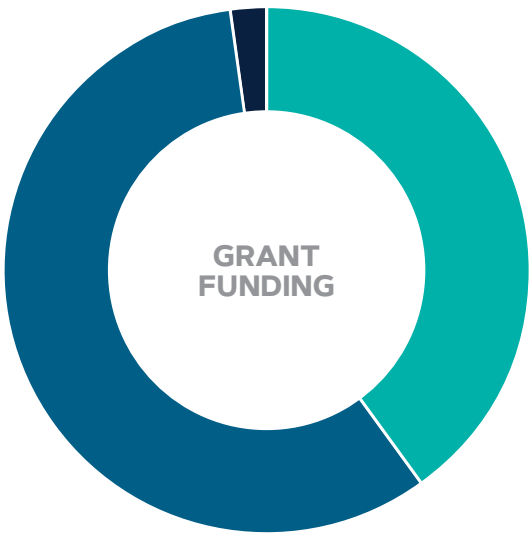
Section 190 of the *Local Government Regulation 2012* requires that a local government’s annual report contain the number of invitations to change tenders under section 228(7) of the *Local Government Regulation 2012* during the financial year. Council did not invite tenderers to change tenders after submission in the 2023–2024 financial year.

GRANT FUNDING APPROVED

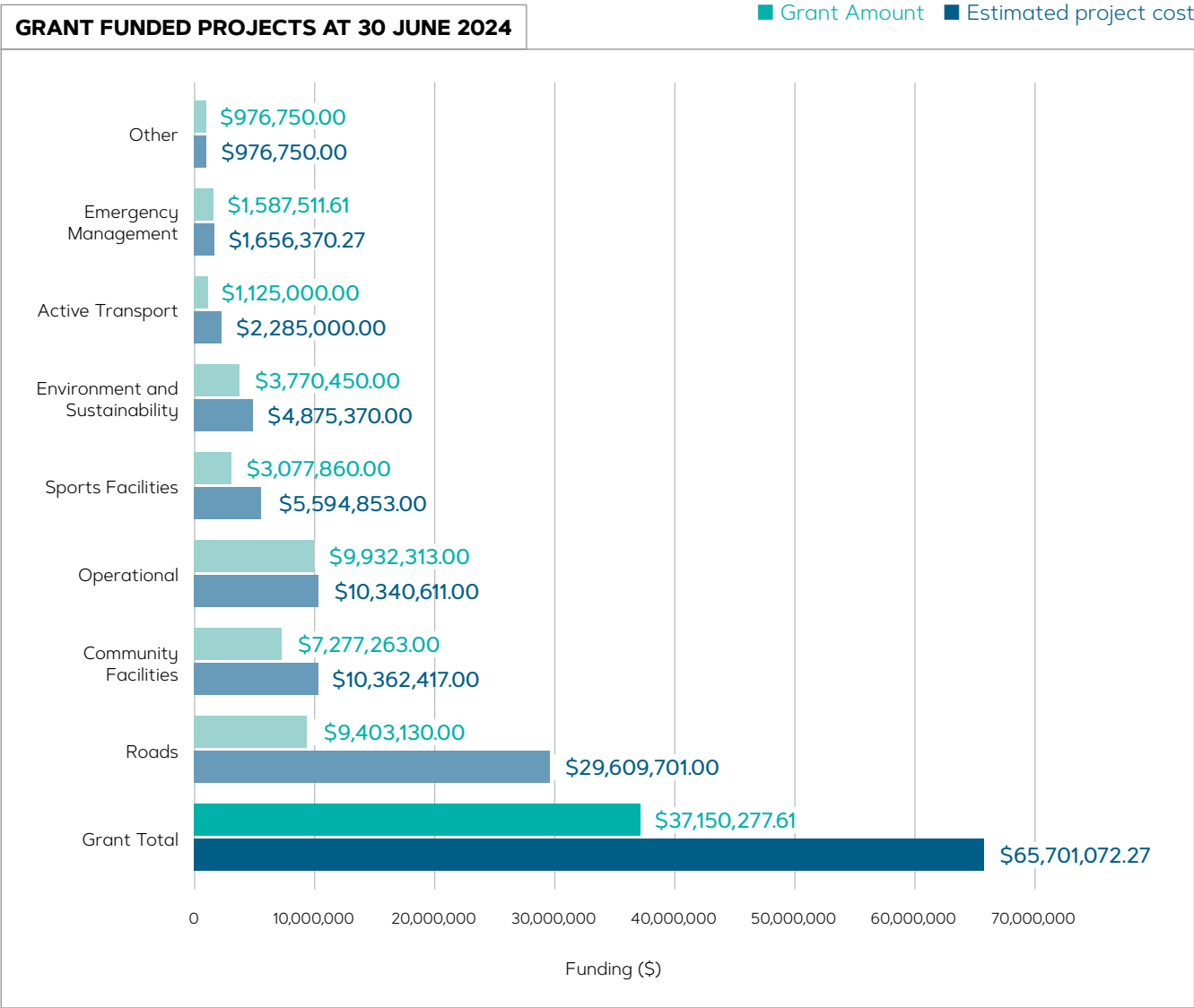
As at the end of June 2024, council was managing \$37.1 million in approved grant funding for 61 projects estimated to cost more than \$65.7million. The majority of projects to benefit from funding are road related, with the remainder split across community and sporting facilities, environment and sustainability, emergency management and other minor projects. The Queensland Government provides 34% of the approved funding, 65% is provided from the Federal Government and the remainder comes from other sources.

The Federal Government allocated:

- \$3.6 million for the construction of a new clubhouse at Silver Jubilee Park, the installation of a solar system at Nicholas Street Library, the initiation of an urban greening and street planting project, and road rehabilitation works in Thagoona and Talegalla.
- An investment of \$600,000 from the State Government was directed towards upgrading the school transport infrastructure at various educational institutions throughout Ipswich.

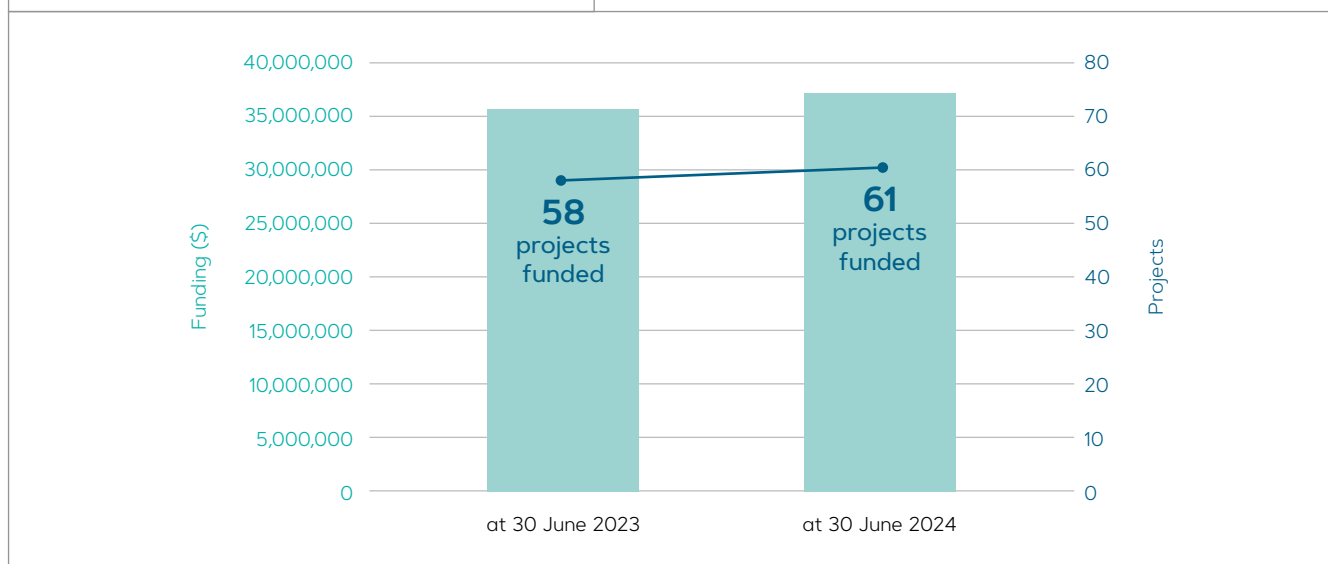


Source	Totals
Federal	\$24,061,613.00
State	\$12,658,664.61
Other	\$430,000.00
Grand Total	\$37,150,277.61



GRANT FUNDED PROJECTS AT 30 JUNE 2024

■ Approved Grant Funding ■ Number of funded projects



COMMUNITY FUNDING AND SUPPORT

Community Funding and Support

Section 189 of the *Local Government Regulation 2012* requires that a local government's annual report contain a summary of the local government's expenditure in relation to grants to community organisations for the financial year.

Council's community funding programs are guided by the following policies:

- Community Funding and Support Policy
- Event Sponsorship Policy
- Ipswich Enviroplan Program and Levy Policy.

VIEW: A full list of council policies

Additional reporting is required for expenditure from the Community Donations Program, including the name of each community organisation funded and the amount and purpose of that allocation. This information can be found in the appendices.

The Councillor Discretionary Funds allows for funds to be allocated to not-for-profit community organisations for community purposes. The prescribed amount for 2023–2024 was \$196,168.00 (0.1% of general rates

revenue) and the total funding budgeted for Councillor Discretionary Funds in the 2023–2024 financial year was \$179,550.

The 2023–2024 budget allocated Councillor Discretionary Funds in the amount of \$19,950 for the Mayor and \$19,950 per Councillor.

Applications for Councillor Discretionary Funds by community organisations must be made in accordance with the **Councillor Discretionary Funds Policy**, the Availability Notice and the **Councillor Discretionary Funds Guidelines**.

Before applying, applicants should:

- read the Councillor Discretionary Funds Guidelines
- assess your eligibility.

Eligible community organisations may apply for this funding by completing an online application form.

For more information, contact the Community Funding Officer on (07) 3810 6648 or communityfunding@ipswich.qld.gov.au to discuss your application.

In the 2023–2024 financial year, council administered community funding which included the following grants, donations and bursaries.

EXPENDITURE TYPE	NUMBER ISSUED	AMOUNT (\$) EX GST
Civic and Ceremonial Events	13	\$79,584.98
Community Events Funding	48	\$191,651.55
Community Projects Funding	25	\$224,688.47
Councillor Discretionary Funds	81	\$169,803.03
Enviroplan Levy Community Funding	11	\$16,817.77
Event and Major Community Event Sponsorship	19	\$394,658.00
In-Kind Assistance	65	\$154,009.37
Land Management Payments*	16	\$24,023.55
Nature Conservation Grants*	23	\$127,835.66
Quick Response Funding	13	\$10,737.05
Regional Arts Development Fund (RADF)	30	\$185,218.00
Sport Achievement Funding*	102	\$25,812.29
Viva Cribb Bursary	1	\$5,000.00
TOTAL		\$1,609,839.72

A list of grant recipients can be found in the **appendix pages 142–152**.

Council's **Community Funding Transparency and Integrity Hub page** also hosts a list of successful applicants.

Council's Community Funding Transparency and Integrity Hub page also hosts a list of successful applicants. Land Management Payments and Nature Conservation Grants are provided to landholders who have a Voluntary Conservation Agreement with council. Those payment types identified with an * contain payments to individuals. Individual names are not provided in accordance with the Privacy Act and therefore do not appear in the appendix.

IPSWICH ENVIROPLAN PROGRAM AND LEVY SEPARATE CHARGE

In accordance with the *Local Government Act 2009*, council levies a separate charge on all rateable land within the local government area to explicitly deliver the Ipswich Enviroplan Program outcomes that protect and enhance the health of Ipswich's natural environment through four program funding themes listed (excluding acquisition of significant nature conservation land).

Ipswich Enviroplan Program

- A.** The amount of special charge for Ipswich Enviroplan Program on all rateable land for 2023–2024 was \$53 per annum. During this period, revenue totalling \$4,973,167 was raised through the levy.

- B.** Consistent with the council's Ipswich Enviroplan Program and Levy Policy, in 2023–2024 funds were allocated towards projects and initiatives associated with:

- acquisition of significant nature conservation land – \$881,509
- loan servicing and interest repayments to Queensland Treasury Corporation for past activities – \$861,028
- community nature conservation partnerships and support – \$420,450
- nature conservation planning – \$467,917
- embellishment, capital and operational management investment within the Natural Area Estate – \$1,971,481.

FINANCIAL POLICY, CONCESSIONS AND DISCOUNTS

Section 190 of the *Local Government Regulation 2012* requires that a local government's annual report contain a summary of all concessions for rates and charges granted by the local government.

In accordance with its Pensioner Remission of Rates Policy, council grants the following concessions to qualifying pensioners:

- A.** Full pensioner remission of:
 - 1. 100 per cent of the differential general rates levied per quarterly rating assessment, to a maximum concession of \$235 in any one year; and
 - 2. \$10 per annum per rating assessment for the Enviroplan separate charge if applicable.
- B.** Part pensioner remission of:
 - 1. 100 per cent of the differential general rates levied per quarterly rating assessment, to a maximum concession of \$115 in any one year; and
 - 2. \$5 per annum per rating assessment for the Enviroplan separate charge if applicable.

In accordance with its Rates Concession Policy, council may grant eligible property owners who are conducting eligible activities at the property, a 100 per cent concession of the differential general rates levied per quarterly rating assessment.

In accordance with its Rates Concession Policy, the council grants owner occupied property owners who are suffering financial hardship, a deferral of liability to pay rates for six months.

VIEW: A full list of all council policies

RURAL FIRE RESOURCES LEVY SPECIAL CHARGE

In accordance with section 94 of the *Local Government Act 2009*, section 94 of the *Local Government Regulation 2012* and section 128A of the *Fire and Emergency Services Act 1990*, council has levied a special charge of \$39 on applicable rateable land not within the Urban Fire Boundaries of Queensland, for the Rural Fire Brigades Services as such land specially benefits from those Rural Fire Brigades Services.

This special charge was levied in accordance with the 2023–2024 budget.

RURAL FIRE RESOURCES LEVY SEPARATE CHARGE

In accordance with section 94 of the *Local Government Act 2009*, section 94 of the *Local Government Regulation 2012* and section 128A of the *Fire and Emergency Services Act 1990*, council has levied a separate charge of \$3 on all rateable land in the local government area for the Rural Fire Brigades Services. This separate charge is levied in addition to the Rural Fire Resources Levy Special Charge on applicable rateable land.

This separate charge was levied in accordance with the 2023–2024 budget.

RISK MANAGEMENT AND ACCOUNTABILITY

Council recognises that risk management is an integral part of good management practice and fully supports risk management as part of its corporate governance processes.

Council is committed to managing identified risks by logically and systematically identifying, analysing, evaluating, treating, monitoring, and communicating risks that directly or indirectly impact positively or negatively on council's ability to achieve the strategic objectives outlined in iFuture Corporate Plan 2021–2026 and its Annual Plans.

Enterprise risk management, linked to council's strategic objectives, is as an integral part of organisational culture. Risk management is incorporated by management and staff into daily functions and activities to assist in protecting and improving council's overall business delivery and performance.

To manage risk, council has adopted an Enterprise Risk Management Framework that promotes a standard and systematic approach to risk management in accordance with AS/NZS ISO 31000:2018. All identified risks associated with council activities are monitored on a regular basis and reviewed, or escalated for review, within internally prescribed timeframes. Corporate risks are reviewed bimonthly. Operational risks, applicable at a departmental and branch level, are reviewed quarterly.

Council's objective is to manage risks to minimise exposure, for council and its stakeholders, to any event or set of occurrences that may cause adverse effects, while concurrently maximising the efficiency and effectiveness of its operations by following relevant best practice principles.

General managers, branch managers, and section managers will implement, encourage, and promote the use of risk management techniques in their areas of responsibility. This includes:

- ensuring appropriate due diligence has been applied in the identification and prioritisation of risks in the development of their respective departmental or branch Risk Management Registers
- developing strategies to manage these risks ensuring systematic, ongoing monitoring and review of these risks and associated internal control measures at three monthly intervals
- ensuring a risk management plan is developed, following council's Enterprise Risk Management Framework, before any project or new activity commences
- ongoing monitoring and reviewing of these risk management registers throughout the life of the project or activity.

Council has an approved and endorsed suite of documents, which comprises:

- Enterprise Risk Management Administrative Directive

- Enterprise Risk Management Framework
- Enterprise Risk Management Procedure
- Fraud and Corruption Control Policy
- Fraud and Corruption Control Administrative Directive
- Fraud and Corruption Control Framework
- Fraud and Corruption Control Plan
- Fraud and Corruption Control Risk Register
- A Business Continuity Management Administrative Directive
- Business Continuity Management Framework
- Business Continuity Plans.

During 2023–2024, council reviewed and updated the five-year Risk Maturity Roadmap to further enhance risk management across the organisation. The five-year Risk Maturity Roadmap will address the following key areas:

1. Maturation of key documents, including:
 - review and update of the Enterprise Risk Management Framework
 - review and update of the Fraud and Corruption Control Framework
 - review and update of the Business Continuity Management Framework
 - maturation of the Risk Trend Report to the Audit and Risk Management Committee quarterly
 - Branch Risk Registers for key business areas reviewed and updated.
2. Development of further E-Learning training for key business support staff within the organisation to assist departments in the development of Branch Risk Registers.
3. Progress alignment of Risk Management practices to ensure consistency with the Enterprise Risk Management Framework.
4. Review scope and benefits of future Risk Management practices (including software for management of registers, additional templates and identification of further reporting requirements).
5. Review, update and enhance council's internal communications in relation to the Enterprise Risk Management Framework, Business Continuity Management Framework and Fraud and Corruption Control Framework.

Ipswich City Council nominated its risk management compliance education for an international award for 2023–2024. Council was successful in winning an award in the 'Best Compliance Training Award' category for its Risk Management E-Learning modules. The LearnX Awards are an international and professional awards program that recognises learning and talent development promoting innovative workforce learning.

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

Ipswich City Council financial statements for the year ended 30 June 2024

🌐 ipswich.qld.gov.au/about_council/media/corporate_publications





APPENDICES



COMMUNITY AND DISCRETIONARY FUNDING

Section 189 of the *Local Government Regulation 2012* requires that a local government's annual report contain information on the local government's expenditure for the financial year on grants to community organisations.

This information must contain expenditure from each councillor's discretionary fund, the name of each community organisation funded and the amount and purpose of that allocation. In the 2023–2024 financial year, council administered community funding which included the following:

CIVIC AND CEREMONIAL EVENTS		
APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Bundamba ANZAC Observance Committee	ANZAC Day Commemorations Bundamba	\$10,000.00
Eastern Suburbs ANZAC Day Commemoration Committee Inc	Cameron Park ANZAC Day Service – 2024	\$4,423.44
Goodna RSL Sub Branch Inc	Remembrance Day 2023	\$3,320.93
Goodna RSL Sub Branch Inc	ANZAC Day	\$10,000.00
Greater Springfield RSL Sub Branch	ANZAC Day Dawn Service	\$7,282.42
Ipswich & West Moreton Naval Association	ANZAC Day Wreath Laying Service	\$6,693.95
Ipswich Adventist School	IAS ANZAC Day Dawn Service	\$670.35
Ipswich Baptist Community Care Service Ltd (Beacon Community Care)	West Ipswich One Mile ANZAC Day Service	\$3,581.82
Marburg and District Residents Association	ANZAC Day March and Service	\$1,237.63
Queensland Council of Unions – Ipswich	Ipswich Labour Day	\$10,000.00
Returned and Services League of Australia (Queensland Branch) Redbank Plains Sub Branch	ANZAC Day Services	\$10,000.00
Returned and Services League of Australia, Qld Branch, Rosewood Sub Branch Inc	ANZAC Day Dawn Service and March, Street March and Commemorative Service	\$8,007.00
St Edmund's College	Woodend ANZAC Day Service	\$4,367.44
TOTAL		\$79,584.98
COMMUNITY EVENTS FUNDING		
APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Able Australia Services	Ipswich Seniors Expo	\$3,581.82
Anglican Parish of Rosewood	Marburg Community Carols Evening	\$2,845.83
Australian Garden History Society Inc	Ipswich – Digging into the past – Above and below the Limestone Hills	\$5,000.00
Brisbane Valley Anglers Fishstocking Association Inc	Springfield Lakes Take a Kid Fishing Day	\$4,336.00
Brothers Leagues Club Ipswich	Brothers Big Bash	\$5,000.00
Central Presbyterian Church Ipswich	Mini Christmas in the Valley	\$5,000.00
Churchill Baptist Church	Carols in the Park 2023	\$2,897.68
Cricket Ipswich Inc	Les Kinnane/Melissa Bulow Cricket Carnival	\$5,000.00
Enuamanu Atiu Nui Maruarua Association-O-Qld Inc	Challenge of the Nations Netball	\$4,731.00
Focal Community Living Inc	Focal Community Christmas Party	\$850.00
Gailes Residents Committee t/a Gailes Community House	Christmas with the Community	\$3,933.17
Gailes Residents Committee t/a Gailes Community House	Big Kidz Biz @ the House	\$1,900.00
Goodna Community Association Inc	Jacaranda Festival	\$5,000.00
Goodna Street Life Inc	GSL Carols by Candlelight	\$5,000.00
Greater Springfield Gamers Inc	Springcon '24	\$4,000.00
Guides Queensland	Guides Unite 2024	\$2,541.82

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
ICYS Ipswich Community Youth Service Inc	Ipswich & West Moreton Region Child Protection Week Gala Dinner & Awards Presentation	\$5,000.00
Ipswich Hospital Foundation	IHF Park2Park Fun Run 2024	\$5,000.00
Ipswich Malayali Association Inc	Aaarpo Erro	\$4,784.07
Ipswich Malayali Association Inc	IMA Football Carnival Season 3	\$2,170.20
Ipswich Musical Theatre Company	Aladdin Jr	\$5,000.00
Ipswich Region Community Church (t/a Cityhope Church)	Cityhope Christmas	\$5,000.00
Ipswich Uniting Church	Carols in the Park	\$4,444.55
Kruger Parade Baptist Church	Kruger Easter Festival 2024	\$5,000.00
Lupang Hinirang	The Grand Autumn Festival in Springfield 2024 – The Songs of Anima	\$5,000.00
Marburg and District A and I Association Inc	Christmas Carnival	\$5,000.00
Marburg and District A and I Association Inc	Marburg Agricultural Show	\$5,000.00
Mardi Gras Burg Inc	Mardi Gras-Burg Festival	\$2,600.00
Neighbourhood Watch Australasia Limited – Riverview Neighbourhood Watch	Muscle in Maculata 2024	\$4,990.00
Ohvale Australia	Round 3 2024 FuSport FIM MiniGP Australia Series	\$5,000.00
Philippines-Australia Multicultural Association (PAMA) Inc	PAMA SpringFest 2024	\$5,000.00
Play Matters Australia	Picnic in the Park	\$2,222.73
Queensland Youth and Families Support Services Inc	Community Christmas Party	\$640.00
Raceview Congregational Fellowship Inc	2023 Christmas Carols under the Big Tree	\$5,000.00
Rosewood Agricultural & Horticultural Society	2024 Rosewood Show & Bull Ride	\$5,000.00
Rosewood and District Support Centre Inc	Rosewood Christmas Festival	\$3,222.72
Rosewood State School Parents & Citizen Association	Rosewood State School P&C Family Movie Night	\$4,124.00
Shiloh Christian Family Church	Dreamers Festival	\$4,404.25
South Brisbane Chargers Remote Control Car Club Inc	RCRA 2024 1:10th Offroad Qld State Titles	\$4,106.40
Swich Up Productions Inc	"The Drowsy Chaperone" A live musical performance	\$4,488.59
The Rotary Club of Ipswich City Inc	2024 Ipswich Spring Gardens Competition	\$4,744.00
Tivoli Social Enterprises	NAIDOC Celebrations at Tivoli	\$1,225.00
University of Southern Queensland – Ipswich	Illumination through Collaboration: Health Professional Symposium	\$3,725.00
Varnam Cultural Society (QLD) Inc	The Greater Springfield Community Festival	\$5,000.00
Vedanta Centre of Sydney	"One and All" – Harmony Day Celebrations 2024	\$3,665.45
Vision Christian Family	Family Funday	\$2,677.27
Westside Community Care Centre	Empower your Health Journey	\$1,800.00
Whitehill Church of Christ	Carols 2023	\$5,000.00

TOTAL	\$191,651.55
--------------	---------------------

COMMUNITY PROJECTS FUNDING

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Australian Pet Welfare Foundation	Community Cat Program – free cat desexing and microchipping	\$14,836.36
Central Presbyterian Church Ipswich	Hall Renovation Project 2023	\$9,799.09
Cricket Ipswich Inc	Miscellaneous Enhancements	\$4,827.25
Domestic Violence Action Centre (DVAC)	Solar Solution	\$15,000.00
Eternal Christian Fellowship Queensland	3 H's Program	\$4,824.50

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Goodna and District Rugby League Football Club Inc	Purchase a Rangehood and Connect Power to storage shed	\$7,587.00
Hannah's House	Computer Upgrade	\$3,951.83
Ipswich & West Moreton Naval Association	Event Equipment	\$1,005.17
Ipswich Basketball Association	Purchase of Floor Scrubber	\$11,184.00
Ipswich Connect	NBHD Upper Room – Technology and office fitout	\$8,656.75
Ipswich Croquet Club	Croquet Lawns Rolling & Restitution Programme	\$8,962.00
Ipswich Hospice Care	Ipswich Hospice Outdoor Family Area	\$15,000.00
Karalee Community Assoc. incl Karalee Swim Club	PA System and BBQ	\$10,454.00
North Ipswich Bowls Club Inc	Retractable Sun Shades and Seating	\$14,399.36
Northsiders Cricket Club Inc	Replacement of Cricket Pitch Covers	\$2,730.00
Providence Athletics Inc	Seeds for the Future – Equipment Acquisitions	\$5,253.90
Queensland Police-Citizens Youth Welfare Association (PCYC Ipswich)	PCYC Ipswich Boxing After Dark Program	\$1,117.20
Raceview Congregational Fellowship Inc	Raceview Repurpose Woodwork Shed	\$13,508.00
Returned and Services League of Australia, Qld Branch, Rosewood Sub Branch Inc	Rosewood Memorial Hall Kitchen Upgrade	\$13,925.00
Rosewood Agricultural & Horticultural Society	Rosewood Agricultural & Horticultural Society	\$13,921.60
Rosewood Hack and Pony Club Inc	Construct New Storage Shed	\$15,000.00
Rotary Club of Goodna Inc	Hospice Access Pathway Upgrade	\$9,240.00
Westminster Warriors Soccer Club Inc	New Under 6,7,8 soccer goals	\$5,988.00
Westside Community Care Centre	Safe Volunteers Campaign	\$5,408.18
Y-Care (South East Queensland) – YMCA Springfield Lakes Community Centre	Have Fun & Be Active School Holiday Program	\$8,109.28
TOTAL		\$224,688.47
COUNCILLOR DISCRETIONARY FUNDS		
<i>These allocations are made to community organisations for community purposes</i>		
APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Advancing Communities Australia	Design of Dungeel Circle	\$1,925.62
Apprenticeships Queensland	2024 Apprentice Awards Night	\$2,200.00
Apprenticeships Queensland	2024 Building Futures Program	\$2,100.00
Boorrumpah Goupong Aboriginal Corporation	Boorrumpah Goupong Christmas Party	\$544.48
Brothers Junior Rugby League Football Club Ipswich Incorporated	Season 2024 Training Balls	\$2,500.00
BRT Village Home Owners Association Inc	Defibrillator AEDs	\$1,575.00
Business Educators' Association of Queensland Inc	Student Legal Studies Conference	\$1,500.00
Cabanda Care Inc	Social Group Xmas	\$1,600.00
Churchill State School P&C Association	100 Year Celebration School Bush Dance	\$3,000.00
Collingwood Park (Power) Junior Australian Football Club	Equipment Lockers	\$1,000.00
Collingwood Park (Power) Junior Australian Football Club	Video Equipment for Recording Games	\$1,000.00
Collingwood Park Australian Football Club	Water and Training Bibs	\$939.66
Congolese United For Peace and Reconciliation in Australia (CUPRA)	Umoja – CUPRA soccer program	\$2,800.00
Cricket Ipswich Inc	Freezer	\$999.00
Domestic Violence Action Centre (DVAC)	DVAC Client End of Year Party	\$1,600.00
Football Ipswich t/a Western Pride Football Club	Player feedback	\$6,600.00

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Gailes Residents Committee t/a Gailes Community House	Kidz Biz School holiday program	\$2,000.00
Gailes Residents Committee t/a Gailes Community House	Family Fun Day – NAIDOC special	\$594.38
Grandchester Primary P&C Association	New Marquee	\$500.00
Heartfulness Institute	Yoga Day	\$1,000.00
Heartfulness Institute	Heartfulness Meditation Sessions	\$3,560.30
Ipswich & Districts Bromeliad Society Inc	Computer purchase	\$1,100.00
Ipswich & West Moreton Naval Association	Golden Rivet 2024	\$1,000.00
Ipswich 60 and Better Program Inc	Upgrade photocopier	\$1,634.20
Ipswich 60 and Better Program Inc	30th Anniversary celebrations	\$2,363.00
Ipswich Assist	Food Distribution Improvement	\$600.00
Ipswich Baptist Community Care Service Ltd (Beacon Community Care)	Beacon Wellbeing Hub	\$1,697.00
Ipswich Community Swim Club Inc	Rescue and Resuscitation Equipment	\$1,500.00
Ipswich Grammar School Parents & Friends Association Inc	Bill Turner Cup National Finals Participation	\$2,000.00
Ipswich Musical Theatre Company	The Phantom of the Opera	\$8,250.00
Ipswich Musketeers Sports Club	Ipswich Musketeers Baseball Club 70th Anniversary Celebration	\$2,000.00
Ipswich Pickelball Association	Establishment of Ipswich Pickelball Association	\$3,936.75
Ipswich RSL Sub Branch Inc	One Mile Memorial upgrade	\$4,000.00
Ipswich Rugby Union Club Inc	Coaching Course for Volunteer Coaches	\$1,950.00
Ipswich Softball Association	Open Women Representative Team	\$2,200.00
Ipswich Softball Association	Mackay State Championships	\$2,950.00
Ipswich Softball Association	U18 Women Ipswich Rep Team attending State Championships	\$1,450.00
Ipswich Softball Association	Open Women Ipswich Representative Softball Team	\$2,500.00
Kookaburra Caravan Club of Ipswich Inc	Update the club computer	\$1,500.00
Limestone Squash Inc	Ipswich squash competitions	\$372.28
Lions Club of Rosewood Inc	Rosewood Showgrounds Campground project	\$1,884.00
Marburg and District A and I Association Inc	Lap top and T.V. Screen	\$1,896.00
Marburg and District Residents Association	Black Snake Creek Festival	\$2,468.00
Mt Mort Cemetery Trust	Side Fence Replacement	\$2,850.00
Neighbourhood Watch Australasia – Ipswich District Neighbourhood Watch Committee	Ipswich District NHW Lapel Badge Awards, Riverview NHW 35 Year Acknowledgement	\$600.00
Neighbourhood Watch Australasia – Riverview Neighbourhood Watch	35 Years in Riverview Outdoor Movie Night	\$2,156.00
Orphan Native Animal Rear and Release Association	Keeping the Ducklings Safe	\$830.00
Pacific Rim Just For Kids Inc	The Root Cause – Ipswich	\$1,000.00
Pine Mountain & Districts Progress Association Inc	Carols in the Park 2023	\$995.80
Providence Athletics Inc	Shade Structures	\$2,425.65
Purga Friends Association Incorporated	Funds for ride on mower	\$1,925.65
Queensland Pioneer Steam Railway	Steel sleepers replacing "the Steal"	\$4,500.00
Queensland Pioneer Steam Railway	Restore the Main Dining Coach	\$4,100.00
Raceview Congregational Fellowship Inc	Electrical repairs to community precinct	\$1,000.00
Raceview Congregational Soccer Club Inc	Raceview Soccer Club 50th Anniversary Celebration	\$3,291.00
Riverview State School P & C Association	Coffee and Craft	\$834.00
Rosewood Baptist Church	Rosewood Youth Group	\$1,787.54

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Rosewood Bowls Club	Bird Proofing	\$700.00
Rosewood Bowls Club	Defibrillator	\$2,000.80
Rosewood Bowls Club	Replace stolen panels	\$2,000.00
Rotary Club of Booval (Ipswich) Inc	Footprints in the Park	\$2,300.00
Shiloh Christian Family Church	Shiloh Christmas Carols	\$7,300.00
Signal Flare Incorporated	BBQ's for the homeless and others in need	\$1,379.94
Society for Growing Australian Plants Ipswich t/a Native Plants Qld Ipswich Branch	Native Plant Sale & Enviro Day	\$2,094.00
Springfield Lakes Nature Care Inc - Landcare group	Bat Walk & Talk	\$813.40
Springfield Lakes Nature Care Inc - Landcare group	Mapping Opossum Creek's Biodiversity	\$1,979.00
Springfield Sports & Cultural Club Inc	Ipswich Winter T-20 Cricket Tournament	\$3,600.00
STAR Community Services	World Elder Abuse Awareness Day Event	\$2,100.00
STAR Community Services	Tech Expo for Seniors	\$1,000.00
Stride Mental Health - headspace Ipswich	Rainbow Chaos Christmas event	\$2,519.00
Swich Up Productions Inc	It's a Wonderful Life - A Live Radio Play	\$2,000.00
Tivoli Social Enterprises	Celebrating Seniors Day	\$1,000.00
Toe Sasa'a Le Fafao Samoa I Kuiniselani	Samoa Independence Day	\$3,550.00
Ulysses Club Inc Lockyer Branch	Ipswich Toy Run 2023	\$1,205.08
United Bowls Club Inc	Keeping/getting people with disabilities on the Bowling Green	\$2,156.00
Vedanta Centre of Sydney	Purchase of a refrigerator	\$1,000.00
Willowbank Area Residents Group	Digital record update	\$3,895.50
World Malayalee Federation (WMF) Australia	"Wonder Women" - an exclusive evening for Women	\$2,950.00
Y-Care (South East Queensland) - YMCA Springfield Lakes Community Centre	Dig In Vending Machine	\$2,000.00
Yamanto Community Kindergarten Inc	Upright Stove top and Oven for Kitchen	\$500.00
Zonta Ipswich Inc	Zonta Ipswich Promotion and Marketing	\$2,675.00
TOTAL		\$169,803.03
ENVIROPLAN LEVY COMMUNITY FUNDING		
APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Anita Imhoff	Hilltop Haven Homes	\$1,500.00
Anita Thompson	Rehabilitation cage	\$1,160.00
Beverley Clarke	Safe Haven for Ducklings	\$860.00
Beverley Clarke	Birds and Mammals - Supporting our wildlife	\$1,256.50
Laura McCormack	Purchase Pet Brooder	\$1,500.00
Natalie Scotcher	Large aviary for preparing possums for release	\$1,500.00
APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Orphan Native Animal Rear and Release Association	Supporting the Wildlife Carers	\$2,900.02
Orphan Native Animal Rear and Release Association	Feeding the Hordes	\$2,562.00
Randy Le-Bherz	Feeding the Hordes	\$403.50
Randy Le-Bherz	Supporting in-need wildlife	\$941.50
Tivoli Social Enterprises	Developing the Tivoli Nature Reserve	\$2,234.25
TOTAL		\$16,817.77

IN-KIND ASSISTANCE		
APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
AFL Queensland	National Inclusion Carnival	\$1,714.20
Australian Skateboarding Federation	Eastern Rumble 2024	\$799.50
Bangladesh Association in Brisbane	Bengali New Year Celebration And Multicultural Festival 2024	\$3,984.92
Blackstone-Ipswich Cambrian Choir	Theatre Restaurant	\$604.80
Brassall Christmas in the Park Inc	Brassall Christmas in the Park	\$4,689.90
Brisbane Valley Anglers Fishstocking Association Inc	Springfield Lakes Take a Kid Fishing Day	\$1,072.15
Brisbane Valley Anglers Fishstocking Association Inc	2023 Charlton's Fishing Springfield Lakes Pest Fishing Classic	\$1,221.05
Central Presbyterian Church Ipswich	Mini Christmas in the Valley	\$4,176.00
Churchill Baptist Church	Carols in the Park 2023	\$1,304.70
Churchill State School P&C Association	100th Year Celebration Bush Dance	\$1,871.06
Cricket Ipswich Inc	Carnival – 13–15 years boys Cricket – Queensland School Sport – State Carnival	\$2,497.98
Cricket Ipswich Inc	Carnival – QJC U12	\$2,689.76
Eastern Suburbs ANZAC Day Commemoration Committee Inc	Cameron Park ANZAC Day Service – 2024	\$1,498.30
Enuamanu Atiu Nui Maruarua Association-O-Qld Inc	Challenge of the Nations Netball	\$1,314.00
Fine Iron Hot Rod and Custom Car Club Inc	Hot Rod Show and Swap Meet	\$2,990.76
Goodna Community Association Inc	Club Parkview Jacaranda Festival	\$8,188.30
Goodna RSL Sub Branch Inc	Remembrance Day 2023	\$1,327.20
Goodna RSL Sub Branch Inc	ANZAC Day	\$1,327.20
Greater Springfield Indian Association Inc	GSIA Dandiya Night	\$2,283.23
Guides Queensland – Goodna/Redbank Plains District	Goodna/Redbank Plains Girl Guide Hut 50th Celebration	\$875.70
Ipswich and District Rifle Club Incorporated	Open Prize Meeting	\$974.45
Ipswich & West Moreton Naval Association	ANZAC Day Wreath Laying Service	\$391.58
Ipswich Basketball Association	BQ U12 Girls State Championships	\$944.79
Ipswich Historical Society Inc	Box Flat Memorial Service	\$662.75
Ipswich Hockey Association	Chemist Warehouse Hockey Queensland Under 14 Girls State Championships	\$2,580.30
Ipswich Hospital Foundation	IHF Park2Park	\$4,171.69
Ipswich Malayali Association Inc	Soccer Carnival Season 3	\$827.50
Ipswich Region Community Church (t/a Cityhope Church)	Cityhope Christmas	\$588.80
Ipswich Touch Association	2024 Falcons Cup	\$4,723.25
Kruger Parade Baptist Church	Kruger Easter Festival	\$4.06
Lions Club of Brisbane West Inc	Heritage Karalee-Ipswich 100	\$600.00
LiveCity Church	Redbank Plains Community Christmas Carols 2023	\$3,821.30
Lupang Hinirang	The Grand Autumn Festival in Springfield 2024	\$3,792.16
Marburg and District A and I Association Inc	Marburg Garden and Outdoor Expo	\$3,957.50
Marburg and District A and I Association Inc	Marburg Agricultural Show	\$4,731.80
Mardi Gras Burg Inc	Mardi Gras-Burg Festival	\$3,453.30
Neighbourhood Watch Australasia – Riverview Neighbourhood Watch	Muscle in Maculata 2024	\$1,206.26
Philippines-Australia Multicultural Association (PAMA) Inc	PAMA SpringFest 2023	\$2,383.90
Pine Mountain & Districts Progress Association Inc	Carols in the Park	\$1,269.40

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Pine Mountain and Districts Historical Society Inc	Pine Mountain Remembrance Day Service	\$1,448.28
Pine Mountain and Districts Historical Society Inc	ANZAC Day Commemorative Service	\$467.03
Play Matters Australia	Messy Play Matters	\$875.70
Queensland Christian Soccer Association Inc	State Carnival	\$5,166.44
Queensland Council of Unions – Ipswich	Ipswich Labour Day	\$3,128.10
Raceview Congregational Fellowship Inc	Christmas Carols	\$1,384.20
Raceview State School P&C Association	Raceview P&C Christmas Market	\$1,608.10
Returned & Services League of Australia (Queensland Branch) Redbank Sub Branch Incorporated	Remembrance Day Commemoration Service	\$628.90
Returned & Services League of Australia (Queensland Branch) Redbank Sub Branch Incorporated	ANZAC Day Commemoration Service	\$628.90
Returned and Services League of Australia (Queensland Branch) Redbank Plains Sub Branch	ANZAC Day Services	\$468.16
Rosewood Agricultural & Horticultural Society	Rosewood Show	\$6,396.86
Rosewood and District Support Centre Inc	Rosewood Christmas Festival	\$1,757.00
Rugby League Ipswich	RLI Grand Final Series	\$1,311.20
Salvation Army	Goodna Retro Picnic	\$2,134.00
Signal Flare Incorporated	BBQ for the homeless and the needy (Bundamba)	\$563.70
Signal Flare Incorporated	BBQ for the homeless and the needy (Goodna)	\$599.75
Society for Growing Australian Plants Ipswich t/a Native Plants Qld Ipswich Branch	Native Plant Sale & Enviro Day	\$429.00
Springfield Carols Incorporated	Springfield Carols	\$6,014.33
Tivoli Social Enterprises	Christmas Under The Stars	\$4,525.90
Tivoli Social Enterprises	Celebrate '24!	\$4,525.90
Toe Sasa'a Le Fafao Samoa I Kuiniselani	Samoa Independence Day 2024	\$6,153.31
Varnam Cultural Society (QLD) Inc	The Greater Springfield Community Festival	\$6,152.00
Vedanta Centre of Sydney	Harmony Day 2024	\$2,312.75
Westside Christian College	Christian Schools Cross Country Carnival 9yrs-Opens	\$2,003.50
Whitehill Church of Christ	Carols 2023	\$1,891.08
Whitehill Sports Club	QCSA Grand Finals 2023	\$3,919.78
TOTAL		\$154,009.37

QUICK RESPONSE FUNDING

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Domestic Violence Action Centre (DVAC)	2024 Remembrance Ceremony	\$833.64
Focal Community Living Inc	Focal's 50th Anniversary Community Celebration	\$785.00
Ipswich 60 and Better Program Inc	Riverview Table Tennis	\$978.55
Ipswich Historical Society Inc	Horses to Horsepower Family Fun Day	\$1,000.00
Ipswich Malayali Association Inc	IMA Easter Vishu Celebration 2024	\$1,000.00
Marburg and District A and I Association Inc	Dust Collector for Poultry Shed	\$380.00
Queensland Police-Citizens Youth Welfare Association (PCYC Ipswich)	Youth Week Colour Fun Run – PCYC Ipswich	\$693.69
Raceview Congregational Fellowship Inc	Volunteers computer laptop	\$1,000.00
Raceview Congregational Soccer Club Inc	Healthy Messaging Signage	\$357.52
Ripley Central State School P&C Association	Project P&C	\$1,000.00
Roderick St Community Pre School & Kindergarten Assoc Inc	Pin Boards for kindergarten office	\$800.00

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
West Moreton Migrant Resource Service Inc (Goodna Neighbourhood House)	Stepping into Spring: Little Gardens by Little People	\$1,000.00
Y-Care (South East Queensland) – YMCA Springfield Lakes Community Centre	April School Holiday Program	\$908.65
TOTAL		\$10,737.05

EVENT AND MAJOR COMMUNITY EVENT SPONSORSHIP

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Australian Skateboarding Community Initiative Pty Ltd	BMD Eastern Rumble 2023	\$10,000
Rocky Trail Entertainment Pty Ltd	Fox Superflow 2023	\$5,200
Softball Queensland Inc	Softball Queensland Under 16 Boys State Championships 2023	\$5,700
Queensland Basketball Inc	Basketball Queensland Under 12 Girls State Championships 2023	\$9,200
AFL Queensland Limited	National Inclusion Carnival 2023	\$9,000
Brassall Christmas in the Park Inc	Brassall Christmas in the Park 2023	\$12,000
Tivoli Social Enterprises Limited	Christmas Under the Stars 2023	\$12,000
Springfield Carols Incorporated	Springfield 'Night of Light' Carols 2023	\$12,000
LiveCity Church Ltd	Redbank Plains Community Christmas Carols 2023	\$12,000
Tivoli Social Enterprises Ltd	New Year's Eve Celebrations 'Celebrate '24 at Tivoli'	\$20,000
Ipswich Jets Rugby League Football Club Incorporated	NRL Gold Coast Titans vs Parramatta Eels Major Trial Match 2024	\$14,990
CMC Rocks Pty Ltd	CMC Rocks 2024	\$160,000
Ipswich Show Society	Ipswich Show 2024	\$30,000
Willowbank Raceway Incorporated	Gulf Western Oil Winternationals 2024	\$35,000
Ipswich Turf Club Incorporated	TAB Ipswich Cup 2024	\$20,000
Hockey Queensland Limited	U13 Girls Hockey State Championships 2024	\$10,750
Pacific Action Sports Pty Ltd	BMD Eastern Rumble 2024	\$10,000
Ipswich District Teacher-Librarian Network Inc	Story Arts Festival Ipswich 2024	\$6,818
TOTAL		\$394,658

REGIONAL ARTS DEVELOPMENT FUND (RADF)

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Andrea Baumert Howard	Mentorship to assist with formalising and incorporating our group IPSARI	\$1,500.00
Andrew Makin	MusiQue Amour Concert Series	\$15,000.00
ArtsConnect Ipswich Inc	Art in Action – Galvanised Festival Event	\$5,500.00
Cari Milton	Romance Writers of Australia Conference 2024	\$1,500.00
Ceramic Arts Queensland	Ceramic Arts Queensland Public Engagement Project	\$8,466.00
Circus Ipswich Inc	In Real Life	\$4,000.00
Clayton McIntosh	Playful Pathways for All	\$7,200.00
Community Cake	The Great Marburg Bake Off Art Show-Let them ART cake	\$7,309.00
Cynthia Copley	Conversations in Open Spaces	\$14,665.00
Damien Johnson	Zardonic Remix Mentorship	\$1,500.00
Daniel Philippe	ONE: cultural music sessions	\$3,910.00
Donna Davis	Plant[s] Matter: Entangled Relations	\$10,000.00
Hey Boss	'Live On Stage' development – Jamie MacDowell & Tom Thum	\$14,925.00
Kylie Stevens	Flood Lines	\$11,490.00
Leonard Brown	Byzantine Museum Study	\$1,500.00

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Lincoln Austin	Artist Residency in Rome, Italy	\$1,500.00
Marburg and District Art Society Inc	Artistic Edge – Building creative skills	\$4,349.00
Maxwell Douglas	Flood Dance performance and showcase in New Zealand	\$1,500.00
Mind Blank	A Voice for Youth	\$17,323.00
Nicole Schuemann	Professional Development – Digital Marketing Strategies Mentoring	\$1,500.00
Pan and Boo	In A World of My Own	\$18,000.00
Paulina Schuemann	Reeperbahn Festival 2023	\$1,500.00
Paulina Schuemann	Producing and Recording	\$1,500.00
Rebekah Harden	When We Grow Up Workshop program	\$1,909.00
Sean Williams	International Symposium on Electronic Arts	\$1,007.00
Sharon Turner	Making Shapes with Clouds: Mentoring and Manuscript Development	\$1,485.00
Stephen Utting	Songwriting Workshops	\$4,000.00
Swich Up Productions Inc	Come from Away	\$10,000.00
Triangle House	Community Kaleidoscope	\$9,680.00
Vuong Pham	Australian Writers Mentoring Program with Mark Tredinnick	\$1,500.00
TOTAL		\$185,218.00
SPORT ACHIEVEMENT FUNDING		
APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Abbie Severinsen	Athletics	\$300.00
Addison Jeffries	Weightlifting	\$300.00
Adrian Ivens	Ice Hockey	\$300.00
Archie Hooper	Australian Football	\$150.00
Aston Kennedy	Hockey	\$150.00
Atako Nakamura	Sport Climbing	\$500.00
Ava Martin	Squash	\$150.00
Boston Willcox	Swimming	\$300.00
Boston Willcox	Swimming	\$150.00
Cadence Fauatea	Basketball	\$150.00
Cameron Williams	Basketball	\$300.00
Cassius Fauatea	Basketball	\$150.00
Cassius Fauatea	Basketball	\$150.00
Charlotte Higginson	Softball	\$150.00
Charlotte McDonell	Softball	\$300.00
Charlotte Philp	Hockey	\$150.00
Chase Oberle	Golf	\$300.00
Chase Oberle	Golf	\$150.00
Chloe McDermott-Parkes	Hockey	\$150.00
Christina Tukuafu	Athletics	\$300.00
Christina Tukuafu	Athletics	\$300.00
Coevinar Tukuafu	Running	\$300.00
Coevinar Tukuafu	Athletics	\$500.00
Colette Chapman	Athletics	\$150.00

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Conor Mathewson	Track and Field	\$300.00
Conor Mathewson	Cross Country	\$300.00
Dylan Holmes	Track and Field	\$300.00
Ella Macartney	Softball	\$300.00
Ella Macartney	Netball	\$150.00
Grant Suthers	Netball	\$500.00
Harlow Kirk	Indoor Cricket	\$150.00
Harry Chrzescijanski	Netball	\$300.00
Harry Chrzescijanski	Track and Field	\$150.00
Harry Chrzescijanski	Track and Field	\$150.00
Hayley Condon	Swimming	\$300.00
Hayley Condon	Athletics	\$300.00
Hudson Severinsen	Athletics	\$300.00
Isla Martin	Athletics	\$150.00
Jacob Cox	Triathlon	\$300.00
Jake Tight	Hockey	\$150.00
Jenali Bolden	Swimming	\$300.00
Johanna McKay	Beach Volleyball	\$300.00
Jonte Tukuafu	Dragon Boating	\$300.00
Jonte Tukuafu	Discus & ShotPut	\$300.00
Kaelan McNamara	Athletics	\$150.00
Kara Glennie	Swimming	\$150.00
Kendra McKay	Golf	\$300.00
Kobe Webster	Dragon Boating	\$300.00
Lacey Pitman	Netball	\$150.00
Lachlan McDermott-Parkes	Track & Field	\$300.00
Lachlan McDermott-Parkes	Hockey	\$150.00
Lachlan Stuart	Hockey Umpire	\$300.00
Iay Dawson	Swimming	\$500.00
Leah Leembruggen	Athletics	\$300.00
Leilani Fatialofa	Netball	\$300.00
Leilani Fatialofa	Netball	\$150.00
Liam Donoghue	Futsal	\$300.00
Lianna Doyle	Softball	\$300.00
Lianna Doyle	Softball	\$300.00
Longard Ruttan	Judo	\$187.29
Luka Saniko	Taekwondo	\$300.00
Luka Saniko	Taekwondo	\$125.00
Luke Matthews	Volleyball	\$300.00
Lyndsey Campbell	Baseball	\$150.00
Lyndsey Campbell	Baseball	\$300.00
Mackenzie Rogers	Baseball	\$300.00
Matilda Pates	Taekwondo	\$300.00
Mia Kertesz	Swimming	\$150.00

APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Mia Kertesz	Cross Country	\$300.00
Mia Kertesz	Athletics	\$300.00
Mia Kertesz	Swimming	\$150.00
Mia Kertesz	Athletics	\$300.00
Michael Hogan	Hockey	\$300.00
Mitchell Harte	Indoor Cricket	\$300.00
Mitchell Harte	Indoor Cricket	\$500.00
Nate Thorley	Weightlifting	\$300.00
Nicholas Stallan	Indoor Cricket	\$300.00
Odysseus Hanocq	Discus	\$150.00
Olivia Burley	Swimming	\$150.00
Olivia Willcox	Swimming	\$150.00
Oscar Graves	Rugby Union	\$150.00
Owen Martin	Orienteering	\$150.00
Owen Martin	Triathlon	\$150.00
Peter Bellingham	Indoor Cricket	\$300.00
Rhys Broadbridge	Swimming	\$150.00
Riley Profke	Hockey	\$300.00
Sarah Torrisi	Soccer	\$150.00
Sieanna Teevan	Swimming	\$150.00
Simeon Anstey	Athletics	\$300.00
Simeon Anstey	Athletics	\$300.00
Sophie Allen	Track and Field	\$300.00
Sophie Allen	Athletics	\$300.00
Sophie Jones	Hockey	\$150.00
Thomas Purcell	Athletics	\$300.00
Tim Wichura	Indoor Cricket	\$500.00
Tim Wichura	Indoor Cricket	\$300.00
William Stuart	AFL	\$300.00
William Taione	Swimming	\$150.00
Willow Higginson	Softball	\$150.00
Xanthe McKay	Dragon Boating	\$300.00
Zacharias Carvolth	Swimming	\$300.00
Zara Hagan	Athletics	\$300.00
TOTAL		\$25,812.29
VIVA CRIBB BURSARY		
APPLICANT	PROJECT TITLE	AMOUNT ALLOCATED (EXCL GST)
Kambu Aboriginal and Torres Strait Islander Corporation for Health	Footprints of Resilience: Tracing Ipswich's Indigenous Heritage	\$5,000.00
TOTAL		\$5,000.00

LEGISLATIVE COMPLIANCE CHECKLIST 2023-2024

The following provides references to the relevant pages of this report that relate to the legislative disclosure requirements of the *Local Government Act 2009* and *Local Government Regulation 2012*.

REQUIREMENT	REFERENCE	PAGE
TIMING		
Council must prepare an annual report for each financial year, and:		
<ul style="list-style-type: none"> adopt it within one month after the day the auditor-general gives their audit report about council's financial statements for the financial year to council, (unless the Minister, by notice to the council, extends this time); and 	LGR s182(2)&(3)	-
<ul style="list-style-type: none"> publish the report on council's website within two weeks of adoption. 	LGR s182(4)	-
CONTENT		
The annual report must:		
<ul style="list-style-type: none"> contain a list of all the beneficial enterprises that the local government conducted during the financial year 	LGA s41	67
<ul style="list-style-type: none"> contain a list of all the business activities that the local government conducted during the financial year 	LGA s45(a)	67
<ul style="list-style-type: none"> identify the business activities that are significant business activities 	LGA s45(b)	67
<ul style="list-style-type: none"> state whether or not the competitive neutrality principle was applied to the significant business activities, and if the principle was not applied, the reason why it was not applied 	LGA s45(c)	67
<ul style="list-style-type: none"> state whether any of the significant business activities were not conducted in the preceding financial year, i.e. whether there are any new significant business activities. 	LGA s45(d)	67
The annual report must state:		
<ul style="list-style-type: none"> the total of all remuneration packages that are payable (in the year to which the annual report relates) to the senior management of the local government if the local government has resolved to allow a councillor to appoint councillor advisors, for each councillor: <ul style="list-style-type: none"> the number of councillor advisors appointed by the councillor for the year; and the total remuneration payable to all councillor advisors appointed by the councillor for the year. the senior management, of a local government, consists of the chief executive officer and all senior executive employees of the local government. 	LGA s201(1)(a)&(c)	60
<ul style="list-style-type: none"> the number of employees in senior management who are being paid each band of remuneration <p>Each band of remuneration is an increment of \$100,000.</p> <ul style="list-style-type: none"> there is no requirement to disclose the exact salary of any employee in senior management separately in the annual report. 	LGA s201(1)(b)	60
The annual report must contain:		
<ul style="list-style-type: none"> the general-purpose financial statement for the financial year, audited by the auditor-general 	LGR s183(a)	77
<ul style="list-style-type: none"> the current-year financial sustainability statement for the financial year, audited by the auditor-general 	LGR s183(b)	51*
<ul style="list-style-type: none"> the long-term financial sustainability statement for the financial year 	LGR s183(c)	59*
<ul style="list-style-type: none"> the auditor-general's audit reports about the general-purpose financial statement and the current year financial sustainability statement 	LGR s183(d)	48-53*
<ul style="list-style-type: none"> the community financial report for the financial year 	LGR s184	27
<ul style="list-style-type: none"> a copy of the resolutions made during the financial year under s250(1) of the LGR (adoption of an expenses reimbursement policy); and 	LGR s185(a)	64
<ul style="list-style-type: none"> a list of any resolutions made during the financial year under s206(2) of the LGR (threshold for non-current physical asset to be treated as an expense) 	LGR s185(b)	64

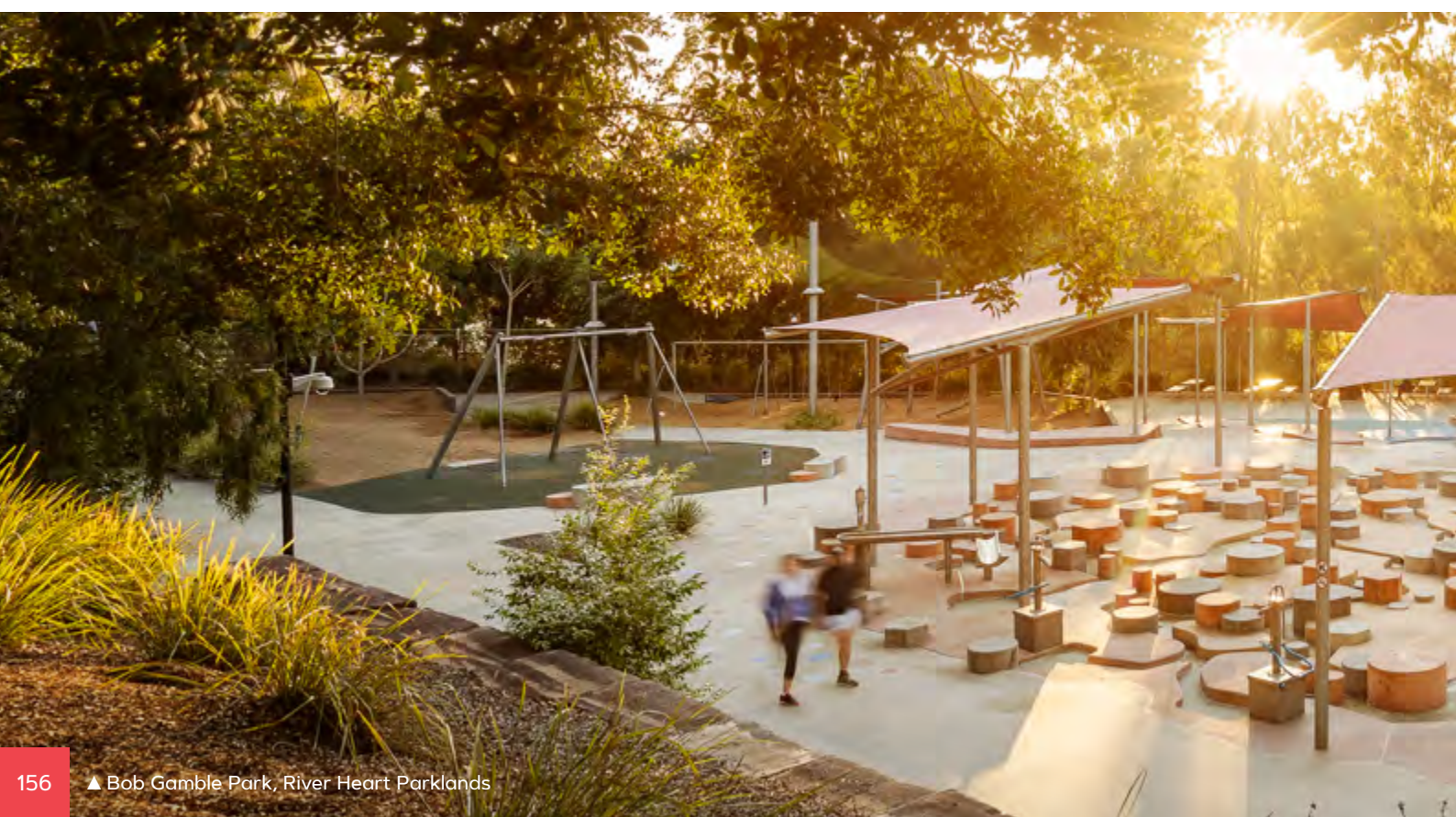
*Financial Statements for the year ended 30 June 2024 can be found online
ipswich.qld.gov.au/about_council/media/corporate_publications

REQUIREMENT	REFERENCE	PAGE
In relation to councillors, the annual report must contain:		
<ul style="list-style-type: none"> the total remuneration, including superannuation contributions, paid to each councillor during the financial year 	LGR s186(a)	57
<ul style="list-style-type: none"> the expenses incurred by, and the facilities provided to, each councillor during the financial year under the local government's expenses reimbursement policy 	LGR s186(b)	58
<ul style="list-style-type: none"> the number of local government meetings that each councillor attended during the financial year 	LGR s186(c)	56
<ul style="list-style-type: none"> the total number of the following during the financial year: <ul style="list-style-type: none"> a) orders made under section 150I(2) of the LGA b) orders made under section 150IA(2)(b) of the LGA c) orders made under section 150AH(1) of the LGA d) decisions, orders, and recommendations made under section 150AR(1) of the LGA 	LGR s186(d)	59
<ul style="list-style-type: none"> a) orders made under section 150I(2) of the LGA 	LGR s186(d)(i)	59
<ul style="list-style-type: none"> b) orders made under section 150IA(2)(b) of the LGA 	LGR s186(d)(ii)	59
<ul style="list-style-type: none"> c) orders made under section 150AH(1) of the LGA 	LGR s186(d)(iii)	59
<ul style="list-style-type: none"> d) decisions, orders, and recommendations made under section 150AR(1) of the LGA 	LGR s186(d)(iv)	59
<ul style="list-style-type: none"> each of the following during the financial year: <ul style="list-style-type: none"> a) the name of each councillor for whom a decision, order, or recommendation under section 150I(2), 150IA(2)(b), 150AH(1) or 150 AR(1) of the LGA was made b) a description of the unsuitable meeting conduct, inappropriate conduct or misconduct engaged in by each of the councillors c) a summary of the decision, order or recommendation made for each councillor 	LGR s186(e)	59
<ul style="list-style-type: none"> a) the name of each councillor for whom a decision, order, or recommendation under section 150I(2), 150IA(2)(b), 150AH(1) or 150 AR(1) of the LGA was made 	LGR s186(e)(i)	59
<ul style="list-style-type: none"> b) a description of the unsuitable meeting conduct, inappropriate conduct or misconduct engaged in by each of the councillors 	LGR s186(e)(ii)	59
<ul style="list-style-type: none"> c) a summary of the decision, order or recommendation made for each councillor 	LGR s186(e)(iii)	59
For councillors, the annual report must also contain the number of each of the following during the financial year:		
<ul style="list-style-type: none"> complaints referred to the assessor under section 150P(2)(a) of the LGA by the local government, a councillor of the local government or the chief executive officer of the local government 	LGR s186(1)(f)(i)	59
<ul style="list-style-type: none"> matters, mentioned in section 150P(3) of the LGA, notified to the Crime and Corruption Commission 	LGR s186(1)(f)(ii)	59
<ul style="list-style-type: none"> notices given under section 150R(2) of the LGA 	LGR s186(1)(f)(iii)	59
<ul style="list-style-type: none"> notices given under section 150S(2)(a) of the LGA 	LGR s186(1)(f)(iv)	59
<ul style="list-style-type: none"> occasions information was given under section 150AF(3)(a) of the LGA 	LGR s186(1)(f)(v)	59
<ul style="list-style-type: none"> occasions the local government asked another entity to investigate, under chapter 5A, part 3, division 5 of the LGA for the local government, the suspected conduct breach of a councillor 	LGR s186(1)(f)(vi)	59
<ul style="list-style-type: none"> applications heard by the conduct tribunal under chapter 5A, part 3, division 6 of the Act about whether a councillor engaged in misconduct or a conduct breach 	LGR s186(1)(f)(vii)	59
<ul style="list-style-type: none"> the total number of referral notices given to the local government under section 150AC(1) of the LGA during the financial year 	LGR s186(1)(g)	59
<ul style="list-style-type: none"> for suspected conduct breaches the subject of a referral notice mentioned in paragraph (g) above <ul style="list-style-type: none"> the total number of suspected conduct breaches; and the total number of suspected conduct breaches for which an investigation was not started or was discontinued under section 150AEA of the LGA 	LGR s186(1)(h)	59
<ul style="list-style-type: none"> the number of decisions made by the local government under section 150AG(1) of the LGA during the financial year 	LGR s186(1)(i)	59
<ul style="list-style-type: none"> the number of matters not decided by the end of the financial year under section 150AG(1) of the LGA 	LGR s186(1)(j)	59
<ul style="list-style-type: none"> the average time taken by the local government in making a decision under section 150AG(1) of the LGA 	LGR s186(1)(k)	59

REQUIREMENT	REFERENCE	PAGE
In relation to administrative action complaints, the annual report for a financial year must contain:		
▪ a statement about the local government's commitment to dealing fairly with administrative action complaints; and	LGR s187(1)(a)	60
▪ a statement about how the local government has implemented its complaints management process, including an assessment of the local government's performance in resolving complaints under the process	LGR s187(1)(b)	60
▪ the number of the following during the financial year	LGR s187(2)(a)	61
a) administrative action complaints made to the local government;	LGR s187(2)(a)(i)	61
b) administrative action complaints resolved by the local government under the complaints management process;	LGR s187(2)(a)(ii)	61
c) administrative action complaints not resolved by the local government under the complaints management process; and	LGR s187(2)(a)(iii)	61
▪ the number of administrative action complaints not resolved by the local government under the complaints management process that were made in a previous financial year.	LGR s187(2)(b)	61
The annual report for a financial year must contain the following information about any overseas travel made by a councillor or local government employee in an official capacity during the financial year:		
▪ for a councillor – the name of the councillor	LGR s188(1)(a)	60
▪ for a local government employee – that person's name and position held	LGR s188(1)(b)	60
▪ the destination of the overseas travel	LGR s188(1)(c)	60
▪ the purpose of the overseas travel	LGR s188(1)(d)	60
▪ the cost of the overseas travel.	LGR s188(1)(e)	60
The annual report may also contain any other information about the overseas travel the local government considers relevant.	LGR s188(2)	60
The annual report for a financial year must contain:		
▪ a summary of the local government's expenditure for the financial year on grants to community organisations	LGR s189(1)	73
▪ the following information about the local government's discretionary funds	LGR s189(2)	74
a) the total amount budgeted for the financial year as the local government's discretionary funds;	LGR s189(2)(a)	74
b) the prescribed amount (0.1% of the local government's revenue from general rates for the previous financial year) for the local government for the financial year;	LGR s189(2)(b) LGR s201B(5)	74
c) the total amount of discretionary funds budgeted for the financial year for councillors to allocate for each of the following purposes:	LGR s189(2)(c)	73
i. capital works of the local government that are for a community purpose	LGR s189(2)(c)(i)	73
ii. other community purposes;	LGR s189(2)(c)(ii)	73
d) the amount of discretionary funds budgeted for use by each councillor for the financial year;	LGR s189(2)(d)	73
e) if a councillor allocates discretionary funds in the financial year:	LGR s189(2)(e)	73
i. the amount allocated; and	LGR s189(2)(e)(i)	73
ii. the date the amount was allocated; and	LGR s189(2)(e)(ii)	142
iii. the way mentioned in section 202(1) in which the amount was allocated; and	LGR s189(2)(e)(iii)	142
iv. if the amount was allocated to a person or organisation—the name of the person or organisation to whom the allocation was made; and	LGR s189(2)(e)(iv)	142
v. the purpose for which the amount was allocated, including sufficient details to identify how the funds were, or are to be, spent.	LGR s189(2)(e)(v)	142

REQUIREMENT	REFERENCE	PAGE
The annual report for a financial year must also contain the following information:		
<ul style="list-style-type: none"> the chief executive officer's assessment of the local government's progress towards implementing its 5-year corporate plan and annual operational plan 	LGR s190(1)(a)	6
<ul style="list-style-type: none"> particulars of other issues relevant to making an informed assessment of the local government's operations and performance in the financial year 	LGR s190(1)(b)	34
<ul style="list-style-type: none"> an annual operations report for each commercial business unit, which means a document that contains the following information for the previous financial year: <ul style="list-style-type: none"> information that allows an informed assessment of the unit's operations, including a comparison with the unit's annual performance plan particulars of any changes made to the unit's annual performance plan for the previous financial year, including the impact the changes had on the unit's financial position, operating surplus or deficit and prospects. particulars of any directions the local government gave the unit. 	LGR s190(1)(c)	69
<ul style="list-style-type: none"> details of any action taken for, and expenditure on, a service, facility, or activity: <ul style="list-style-type: none"> supplied by another local government under an agreement for conducting a joint government activity for which the local government levied special rates or charges for the financial year 	LGR s190(2)(a)	69
<ul style="list-style-type: none"> the number of invitations to change tenders under section 228(8) of the LGR during the financial year 	LGR s190(2)(b)&(c)	69
<ul style="list-style-type: none"> a list of the registers kept by the local government 	LGR s190(2)(d)	69
<ul style="list-style-type: none"> a summary of all concessions for rates and charges granted by the local government 	LGR s190(1)(d)	64
<ul style="list-style-type: none"> the report on the internal audit for the financial year 	LGR s190(1)(d)(i)	64
<ul style="list-style-type: none"> a summary of investigation notices given in the financial year under S49 of the LGR for competitive neutrality complaints 	LGR s190(1)(d)(ii)	64
<ul style="list-style-type: none"> the local government's responses in the financial year on the QCA's recommendations on any competitive neutrality complaints under S52(3) of the LGR. 	LGR s190(1)(e)	71
<ul style="list-style-type: none"> a summary of investigation notices given in the financial year under S49 of the LGR for competitive neutrality complaints 	LGR s190(1)(f)	64
<ul style="list-style-type: none"> the local government's responses in the financial year on the QCA's recommendations on any competitive neutrality complaints under S52(3) of the LGR. 	LGR s190(1)(g)	75
<ul style="list-style-type: none"> a summary of investigation notices given in the financial year under S49 of the LGR for competitive neutrality complaints 	LGR s190(1)(h)	65
<ul style="list-style-type: none"> the local government's responses in the financial year on the QCA's recommendations on any competitive neutrality complaints under S52(3) of the LGR. 	LGR s190(1)(i)	67
<ul style="list-style-type: none"> the local government's responses in the financial year on the QCA's recommendations on any competitive neutrality complaints under S52(3) of the LGR. 	LGR s190(1)(j)	67

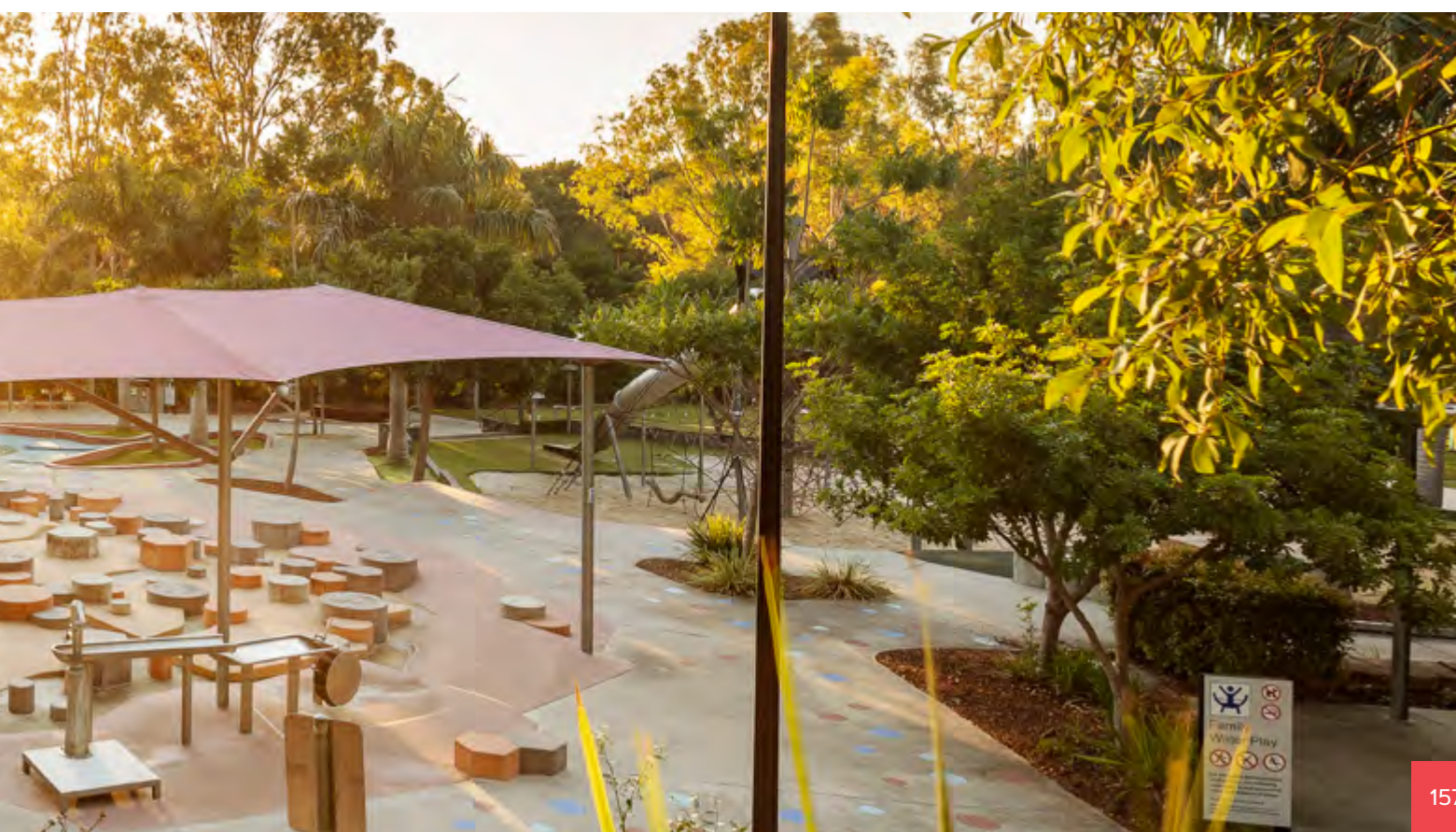
*Financial Statements for the year ended 30 June 2024 can be found online
ipswich.qld.gov.au/about_council/media/corporate_publications



The following provides references to the relevant pages of this report that relate to the legislative disclosure requirements of the *Public Sector Ethics Act 1994*.

REQUIREMENT	REFERENCE	PAGE
REPORTING		
The chief executive officer of a public sector entity must ensure that each annual report of the entity includes an implementation statement giving details of the action taken during the reporting period to comply with the following sections: <ul style="list-style-type: none">section 15 (Preparation of codes of conduct)section 21 (Education and training)section 22 (Procedures and practices of public sector entities)	PSEA s23	63
PREPARATION OF CODES OF CONDUCT		
<ul style="list-style-type: none">The chief executive officer of a public sector entity must ensure that a code of conduct is prepared for the entity	LGR s182	63
<ul style="list-style-type: none">Publish the report on council's website within 2 weeks of adoption		
EDUCATION AND TRAINING		
<ol style="list-style-type: none">The chief executive officer of a public sector entity must ensure that public officials of the entity are given access to appropriate education and training about public sector ethics.In particular, the education and training must relate to:<ol style="list-style-type: none">the operation of this Act; andthe application of ethics principles and obligations to the public officials; andthe contents of the entity's approved code of conduct; andthe rights and obligations of the officials in relation to contraventions of the approved code of conduct.	PSEA s21	63
PROCEDURES AND PRACTICES OF PUBLIC SECTOR ENTITIES		
The chief executive officer of a public sector entity must ensure that the administrative procedures and management practices of the entity have proper regard to: <ol style="list-style-type: none">this Act and, in particular, the ethics principles and values; andthe entity's approved code of conduct	PSEA s22	63

*Financial Statements for the year ended 30 June 2024 can be found online
ipswich.qld.gov.au/about_council/media/corporate_publications



KEY TERMS

TERM	DEFINITION
Advocacy	Advocacy is support and action by individuals, organisations, groups and other community members in support of or against a particular issue or policy.
Annual Report	Legislatively required to be produced annually, the Annual Report details council's progress and financial performance with the implementation of the city's vision as reflected in the Corporate Plan. The report is publicly available on council's website.
Assets	Assets are tangible and intangible holdings, possessions, capital or resources belonging to and controlled by council.
Budget	The annual budget outlines revenue and planned capital and operational expenditure approved for a financial year. The budget document is publicly available on council's website.
Capital works program	The capital works program is an annual program of activities of building, engineering and other works that council adopts to create, construct and install assets and other facilities. For council, the program's projects typically include construction of buildings, roads and bridges, structures, parks and playgrounds.
Commercial business unit	A commercial business unit is a unit of a local government that conducts business in accordance with the key principles of commercialisation (e.g. clarity of objectives; robust governance and competitive neutrality) in order to maximise benefits to customers and the community. Ipswich Waste Services is council's sole commercial business unit.
Community	Community includes Ipswich's residents, ratepayers, businesses, investors, visitors and tourists.
Community engagement	Community engagement is the process council utilises to build relationships with community organisations and/or groups of individuals united under a common cause or objective and work collaboratively with them towards common goals that benefit the engaged stakeholder and the wider community.
Community funding and support	Community funding and support is concerned with community outbound financial and in-kind support.
Competitive neutrality	Competitive neutrality concerns local government business activities which are in competition with the private sector should not have competitive advantages or disadvantages simply by virtue of their council ownership or control.
Core Business	Core business is those activities which are undertaken to meet the community's needs. These items are reflected in council's services catalogue.
Core values	Council adheres to five values – Collaboration, Communication, Integrity, Efficiency, and Leadership.
Corporate Plan	The Corporate Plan is a strategic document which shapes the path to achieve the strategic direction of council. It should outline performance measures and targets for monitoring progress in achieving our vision for the future of the city. Council's current Corporate Plan is iFuture – available on council's website.
Governance	Governance is council's process by which it makes and implements decisions, is controlled and managed, is directed and reviewed.
iFuture	Councils in Queensland are required to engage with their communities, and adopt a five-year corporate plan which outlines: <ul style="list-style-type: none"> the strategic direction of the council how the council will measure its progress towards achieving its vision. iFuture is council's Corporate Plan and key strategic document that guides our annual operations.
Ipswich Planning Scheme	The Ipswich Planning Scheme is the statutory local planning instrument that provides the framework for managing development in the Ipswich local government area in an integrated, efficient, effective, transparent and ecologically sustainable way. The scheme was prepared in accordance with the requirements of the (now repealed) <i>Integrated Planning Act 1997</i> . A new planning scheme is currently under development.
Local Government Act 2009	The <i>Local Government Act 2009</i> is the principal legislation which provides the legal framework for Queensland's local government sector.
Local Government Area (LGA)	The Local Government Area (LGA) is an administrative division of the State of Queensland for which council is responsible for managing.
Local Government Regulation 2012	The <i>Local Government Regulation 2012</i> is subordinate legislation to the <i>Local Government Act 2009</i> .
Long-Term Financial Forecast (LTFF)	The Long-Term Financial Forecast (LTFF) accompanies the budget and includes a similar estimation of revenue, expenses and capital expenditure but for a longer period of time, in this case 10 years. The LTFF should set out the economic and fiscal outlook for Ipswich and include capital expenditure, expense and revenue estimates for the current financial year, the budget year and nine forward financial years. From its assumptions, the LTFF sets the desired financial boundaries within which the organisation can plan for its future.

TERM	DEFINITION
Operational Plan	The annual Operational Plan sets key priority projects and actions that will be undertaken in a one-year period of the Corporate Plan. The Operational Plan allows council to manage its responsibilities and continue to engage with the community and report on its progress towards success. Operational Plans must align with the annual budget. Operational Plans are required under the <i>Local Government Act 2009</i> (The Act) and <i>Local Government Regulation 2012</i> (The Regulation).
Policy	A policy sets out council's strategic position, viewpoints and values, and assists decision-making on matters that often impact on, and are of concern to, the community. Some policies (statutory policies) are a requirement of legislation and ensure compliance with statutory obligations. Other policies are developed to address matters that impact our residents and businesses and/or the administration of council funds (e.g. Ipswich Enviroplan Program and Levy Policy). They may also set a strategic direction for council or articulate council's position on an issue affecting the community.
Procedure	A procedure details a series of steps or processes that define the how, when and who is required to perform a function under council's policy or administrative directives. Procedures are largely internal documents.
Project	A project is a temporary endeavour undertaken to create a unique product, service or result. A project differs from operations in that: <ul style="list-style-type: none"> operations are performed by relatively stable teams through ongoing and repetitive processes and are focused on sustaining the organisation projects are performed by temporary teams (i.e. teams established for the specific purpose of delivering the project), are non-repetitive and provide unique deliverables.
Quarterly Report	Section 174 of the <i>Local Government Regulation 2012</i> requires the chief executive officer to present a written assessment of the local government's progress towards implementing the annual Operational Plan at meetings of the local government held at regular intervals of not more than three months. Council meets this requirement through the preparation of a Quarterly Corporate Performance Report, which provides substantive evidence for council and the community of progress in delivering on the annual Operational Plan each quarter.
Risk management	Risk management is concerned with the processes and activities relating to the identification, evaluation and controlling of an organisation with regard to risk as outlined in the Australian Standard AS/NZS ISO 31000:2009 Risk management: principles and guidelines.
Services catalogue	The services catalogue lists all categories of core business which can include services legislated to council e.g. licensing food businesses, and those non-legislated or discretionary services e.g. providing free immunisation clinics for high school children.
Stakeholder	A stakeholder is any person, group or organisation who can place a claim on an organisation's attention, resources or output, or is affected by that output. They have a stake in the organisation, something at risk, and therefore something to gain or lose as a result of corporate activity.
Strategic planning	The overarching continuous and systematic process council uses to identify future outcomes, how these outcomes will be achieved, and their success measured.
Strategy	A strategy is a long-term document that sets out council's strategic position and direction for particular issues e.g. transport; liveability; sustainability; physical activity; tourism etc. A strategy captures the following elements for council: where we are, where we are going, how we will get there, and how we will know when we get there.







Castle Hill Blackstone Reserve

BRYNHAFRYD PARK



As part of council's commitment to sustainability, we encourage you to download a digital copy of this document. For more information or to receive a printed copy of this document, please contact:



Ipswich City Council
PO Box 191, Ipswich QLD 4305, Australia

Phone (07) 3810 6666
council@ipswich.qld.gov.au
ipswich.qld.gov.au

Join us online:



[/IpswichCityCouncil](https://www.facebook.com/IpswichCityCouncil)



[/IpswichCouncil](https://twitter.com/IpswichCouncil)



[/ipswich-city-council](https://www.linkedin.com/company/ipswich-city-council)



[/IpswichCityCouncilTV](https://www.youtube.com/IpswichCityCouncilTV)